

**1. Scope of Service:** Bus Service is available at designated bus stops. Please check bus stop schedules or call the FCT office for service hours and route information. We are committed to offering courteous, safe and reliable service for all of our riders, without regard for race, religion, color, national origin, sex, age, height, weight, marital status, sexual orientation, or other non-merit reasons, or handicap, nor will sexual harassment be tolerated. It is highly recommended that all passengers use the seat belt/shoulder harness and carry a picture ID.

**2. Child Transportation:** Children 10 and under must be accompanied by a person 16 or older. Children 11 to 16 must present picture ID to driver on boarding to ride alone. It is highly recommended passengers utilize the integrated child safety seats while riding in the bus.

**3. Hours/Days of Operation:** Hours are Monday thru Friday (except Holidays) from 6:00 am -7:00 pm. Holiday notices are posted in the bus, in the transit lobby and are distributed through the local media the week prior to closings.

**4. Cost:** General Public (under age 60)-\$1.00, Senior/Disabled/Low Income with pre-certified Half Fare Card-\$0.50. Students with current Student ID-\$0.50. Fares will be deposited in fare box or collected by driver prior to departure. Pay in cash or tokens or present a City Link punch card or Monthly Pass purchased in advance at the FCT Center or by mailing a check or money order to Finney County Transit, 1008 N. 11<sup>th</sup> St., Garden City, KS 67846. General Public Monthly Pass with unlimited rides on all City Link fixed route buses-\$30.00. Senior/Disabled/Low Income/Student Half Fare Monthly Pass with unlimited rides on all City Link fixed route buses-\$15.00. Must show Photo ID and Monthly Pass each time on boarding or pay \$1.00 fare. Punch cards are non-refundable and provide fares in the form of punches up to the value of the card. It is not discounted, but can be used in lieu of cash. Checks are not accepted on fixed route system. Monthly Passes are non-refundable, non-transferable and non-replaceable. Children 5 and under ride free with paying parent. In the case of a fare dispute, the passenger will pay the fare and report the circumstances to the FCT office.

**5. Transfer Tickets:** Are available from drivers to allow passenger transfer to another route to reach final destination for one fare. Transfer is free, but must be used within one hour of issuance. It may not be used as

# City Link

## Ridership Policies And Guidelines

**Finney County Transit  
FCT  
1008 N. 11th Street  
Garden City, KS 67846  
620-272-3626  
FAX-620-271-6191  
[www.finneycountytransit.org](http://www.finneycountytransit.org)**

**Effective July, 2019**

**It is understood that FIT passengers ride at their own risk. No liabilities will be accepted.**

Approved by the  
Finney County Committee on Aging, Inc.  
5.25.17

a return ticket on the route from which it is issued or to travel to more than one destination. Multiple destinations require an additional fare per destination.

**6. Pickup Times/Wait Policy:** Stand at the curb ready to board the bus upon arrival. It is suggested passengers arrive at designated bus stops 10 minutes prior to scheduled stop time. If no passengers are at a bus stop and no passenger pull stop cord the bus will proceed to the next bus stop without stopping. Passengers pull the stop cord to notify driver of desire to de-board. Passengers are allowed to de-board along the route or to another stop on another route if driver deems safe to do so and driver feels time allows. Passengers are allowed to hail a bus en-route by standing on the right side of street on the curb and raising their hand and waving repeatedly until recognized by the driver to flag the bus down. Buses will only stop where drivers deem safe to do so. Buses will not stop in unsafe locations such as four lane streets, roads, highways, intersections, etc.

**7. Delays:** Due to unexpected circumstances (ie. weather, RR crossings, traffic, etc.), it is not always possible for buses to run exactly on schedule. It is important to allow extra time to ensure passenger's scheduling needs can be met.

**8. Personal Assistance to Riders:** Due to scheduling demands, drivers must limit personal assistance to passengers to assist disabled passengers with activities directly related to boarding and de-boarding the bus. One PCA may travel at no cost with a passenger whose need is so noted on Part II of the City Link Half Fare Program Application Form. Only drivers will operate mobility aid lift/restraint system equipment. Elderly and disabled riders will be given preference for seats upon bus becoming full. Drivers are permitted to assist in fastening/unfastening seat belts/shoulder restraints if requested by passenger. Child safety seats are available on all FCT vehicles for parents/guardians to use on a first come first serve basis.

**9. Mobility Aids:** Section 37.3 of the DOT's regulations implementing the ADA Act of 1990 (49CFR Parts 27, 37 and 38) defines a "wheelchair" as a mobility aid belonging to any class of three or four-wheeled devices, usable in doors, designed for and used by individuals with mobility impairments, whether operated manually or powered. A "wheelchair" does not exceed 30 inches in width and 48 inches in length measured two

inches above the ground, and does not weigh more than 600 pounds when occupied. Drivers may assist passengers using mobility aids. Drivers are not permitted to assist individuals in transferring from a mobility aid to regular vehicle seat- ing. Such riders must provide their own PCA to assist in their transfer. Drivers are not permitted to push mobility aids whose weight of combined passenger and mobility aid exceeds 300 lbs. These passengers are responsible for their own movement or a PCA to push and maneuver the mobility aid onto the bus, into a forward facing position and in moving it out of and away from the bus when de-boarding. All mobility aids must be secured by the 4-Point Tie-down system. It is highly recommended that passengers use the shoulder and seat belts while riding in the bus. Power driven mobility aids must be in the "off" position while on the lift.

### 10. Conduct, Hygiene and Prohibited Behaviors:

Threats of violence, threatening behavior, or acts of violence against any employee or other individuals are prohibited. FCT has a "zero tolerance" policy for such conduct. It will not be tolerated and it is the duty of all employees to report such conduct. If at any time the driver feels they are in an unsafe situation the driver will have the right to exercise judgment, stop the vehicle and ask passenger to get off vehicle or call authorities if needed. Inappropriate conduct, including behaviors which present a danger to any employee or other passengers, will not be tolerated. These include, but are not limited to: intoxication, fighting, arguing, sexual harassment, threatening the dispatcher, driver or fellow passengers, use of foul or derogatory language including loud or unwanted conversation, playing loud audio devices, soliciting or engaging in any type of business, legal or illegal, on the bus or at a bus stop. Anyone's behavior that poses a safety hazard to him/herself or others caused by misplaced bodily fluids will be denied bus service. At the driver's discretion, a rider who engages in persistent inappropriate and/or dangerous behavior may be required to vacate the vehicle. No alcoholic beverages may be consumed on the bus. No other food or drink is to be consumed on the bus except for medical purposes as allowed by the regulations. No weapons or ammunition and no hazardous materials such as car batteries, gasolines, propane, etc. ARE ALLOWED ON THE BUS. NO SMOKING is allowed within 20 feet of the bus or 50 feet of FCT entrance. If a passenger is found to have aforementioned item, he/she will be asked to vacate the

bus immediately and will not be allowed to ride anymore that day. If a person refuses to vacate the bus when requested to do so by the driver for any of the above listed reasons, the police will be called to escort him/her off the bus. A Second offense will result in a 30 day Suspension, a Third offense in a 60 day Suspension and a Fourth offense in an Indefinite Suspension pending demonstration that the problem behavior can and will be changed with a minimum of 90 days Suspension from bus service.

**11. Pets/Service Animals:** No animals other than service animals are allowed on the bus for any reason. A "service animal" is defined as an animal that is individually trained to perform a specific task for a person with a disability. Service animals include, but are not limited to, animals that guide individuals who are blind, alert individuals with hearing disabilities, pull wheelchairs or carry and pick up things for persons with mobility disabilities. Comfort or therapy animals which are used solely to provide emotional support are generally not considered service animals under the Americans with Disabilities Act (ADA).

**12. Bad Weather Policy:** In the event of inclement weather check radio/TV for related closings. If USD 457 schools or the Senior Center of Finney County close down, the bus service also closes down. The Senior Center Director may override the school closing by announcing via radio/TV that the bus service will run. Additionally, if weather is so severe it is unsafe to operate then operations will cease for the day in question. Drivers have the right to exercise judgment as to whether he/she can safely drive on a particular roadway, driveway or highway. In the event of high wind warnings high profile vehicles are not allowed to travel outside the city limits.

**13. Limitations:** Drivers are not permitted to transport furniture or appliances for passengers. Fixed Route passengers are responsible for carrying on and removal of all personal belongings. Lost/found items are kept at the FCT office and become the property of FCT after 30 days. Due to time limitations, please transport only what can be carried on or off in one trip. All packages must be able to fit under the seat to ensure there are no flying objects in the event of a sudden stop. Walking aids, strollers and empty shopping carts must be collapsed and out of the aisle. Passengers must load and unload their own bikes.

**14. Emergencies:** The City Link is not designed for medical emergency situations (absent a natural disaster where vehicles may be used for evacuation). Transportation will not be provided for personal medical emergencies. Persons having a medical emergency will be instructed to call 911 so an ambulance can transport them.

**15. Evictions:** Passengers who do not adhere to these guidelines can and will be evicted from using the bus.

**16. Grievance Procedures:** This grievance procedure has been developed to assure passengers of fair and equitable access to FCT Bus Service. In the event of suspension, information will be sent outlining the appeals process with the suspension letter. When a consumer has any problem, the following procedure should be followed to resolve the conflict: each passenger is expected to communicate in writing directly to the FCT Director or his/her designee regarding ride-related actions, occurrences or attitudes perceived as unfair or inequitable. A passenger who believes he/she has suffered a grievance should communicate the matter to the FCT Director or his/her designee within five working days of the occurrence of the alleged grievance in an attempt to arrive at a satisfactory solution. The FCT Director or his/her designee will have five working days to respond, making every effort to resolve the grievance at this level. If a resolution is not reached, the grievance must be described in writing and submitted to the FCT Committee and the Senior Center Director within 30 days for their review. FCT is Title VI Equal Opportunity and Civil Rights compliant as posted in vehicles. Copies are available upon request.

**17. Appeals:** If the customer wishes to appeal the decision of the Senior Center Director and or the FCT Committee, a written appeal must be submitted to the Finney County Committee on Aging, Inc. within 30 days. The Board of Directors will review the evidence presented by the party bringing the grievance and by the FCT Director at their next regularly scheduled meeting and will provide a decision in writing within 30 days including specific reason for decision to all parties involved. If no decision is made within the 30 days, provisional services will be provided until a decision is reached. Board of Director's decision is final.