

Rider Information Handbook



LYON COUNTY AREA TRANSPORTATION

430 COMMERCIAL STREET  EMPORIA, KANSAS 66801
(620) 343.4207    www.lyoncounty.org

Mission:

Lyon County Area Transportation provides convenient, accessible, and affordable public transportation services, which aids in the growth of individuals and the community.

Vision:

A driving force in the community.

Revised 1/12/2022

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About the Agency

Lyon County Area Transportation has been providing transportation to Emporia and Lyon County residents for over 15 years. Whether it's to or from work, school, shopping, medical appointments or just out to eat with friends or family; LCAT will get you where you need to go. LCAT even provides regional trips outside of Lyon County; Topeka, Wichita, Kansas City, you name it and LCAT can make it your destination.

Service Area

Our service area is the Lyon County area which includes the towns of Emporia, Americus, Olpe, Neosho Rapids, Admire, Reading, Allen, Hartford and Bushong.

Who Can Ride the Bus?

Service is available to the general public. We are committed to offering courteous, safe, and reliable service for all of our riders, without regard for race, gender, age, or disability.

Days and Times of Operation

Lyon County Area Transportation (LCAT) service operates its demand response services and deviated fixed routes from 6:00 a.m. to 6:00 p.m., Monday thru Friday. Our office hours are from 7:00 a.m. to 5:00 p.m., Monday thru Friday. LCAT also runs our services on the weekend from 7:30 a.m. to 3:00 p.m. The LCAT bus service will observe all federal holidays on which no service will be available.

Lost items on the Bus

LCAT is **not responsible** for any lost personal items. Be sure to take all personal items with you when exiting the vehicle.

If the driver recovers lost property from the vehicle, it is kept at the LCAT office at 402 Commercial St. Emporia, Ks 66801. Call 1-620-343-4207 to check if the lost

item was recovered. To retrieve lost property, please come to the office during operating hours.

Fares

CITY OF EMPORIA

Regular Ride	One Way to Destination	\$1.50
Daily Pass	Unlimited Rides - One Day	\$6.00
10 Ride Pass	10 Total Rides	\$14.00
Frequent Rider Pass	30 Day - Unlimited Rides - Individual	\$35.00
Family Pass	30 Day - Unlimited Rides - Family (5 members)	\$45.00
Semester Pass	120 Days - Unlimited - Individual	\$105.00

RURAL TOWNS & COUNTY

Rural Towns	Round Trip Plus Rides in Emporia	\$7.00
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All passes are non-refundable.

LCAT Fare Sales

Single trip fares can be purchased from the driver for exact change only, checks are accepted. Fares will be deposited into the box prior to departure. The driver will not make change. LCAT does not offer credit, exact change is important.

Monthly and 10 Ride Passes may be purchased from the drivers as well as in our office. For all other types of passes, such as Family and Semester, they may be purchased in the LCAT office only.

How do I get a Ride?

Apart from scheduled fixed route services we also offer origin to destination “demand-response” general public transportation. Appointments for rides are taken Monday thru Friday from 7:00 a.m. to 5:00 p.m. and Saturday from 7:30 a.m. to

3:00 p.m. We schedule vehicles and drivers today to meet the demand for rides tomorrow. Rides are scheduled on a first come first serve basis. To assure a ride, it is advisable to book your trip as far ahead as possible. **All requests for rides must be scheduled at least a day in advance.** We can schedule rides for you up to two weeks in advance. For next day rides the cutoff time for scheduling is 5:00 p.m. the day before. Further, riders should not attempt to schedule a ride by leaving ride requests on the voice mail. However, if canceling a future trip after 5:00 p.m., please leave a voicemail.

If you need to use the lift for any reason, just let the driver know. You do not have to be in a wheelchair to use the lift.

Will Calls

A “will-call” is defined as not having a specific return time, and passengers calling the Dispatcher as soon as they are ready to return from their appointments. For situations when you need a ride, but you can’t be sure of the time the ride will be needed, we will schedule you for a “will call” ride. “Will call” rides are only to be used for medical purposes, all other trips must schedule a return trip or LCAT cannot guarantee a return time later. Please note “will-call” riders may have an extended wait for their return, riders may wait for up to an hour before being picked up.

All “will calls” must be received by the office no later than 5:00 p.m.

What Regional Services are Available?

LCAT offers regional trips outside of the Lyon County area to a wide variety of cities and destinations. If you have a specific destination or city in mind, please call our office to get more information including pricing for the trip. LCAT also travels outside the Emporia city limits but still within the county for trips to serve all residents of Lyon County and its cities. Both regional and county trips **require a two week** notice prior to the trip date.

Pickup Times and Wait Policy

When scheduling a ride, the dispatcher will give the rider a thirty-minute pick-up window. The driver may arrive anytime during this pick-up window. Riders should be ready for pickup 10 minutes prior to the scheduled arrival window of the bus. Upon arrival, the driver will wait for FIVE minutes.

After five minutes if the rider has not boarded the bus, we will assume that the rider is not taking the ride and you will be considered a **no show** for that ride. If the rider has any additional rides scheduled for that day, he/she should contact the Dispatcher if you intend to take those other rides. If a rider no shows for the first pick up they have scheduled for the day, all additional trips for that day will be cancelled.

Bike Racks

Select buses are equipped with bicycle racks. Each bike rack has instructions for use and will hold up to two regular adult or child bicycles. All passengers with bicycles will be responsible for loading and unloading their own bicycles from the bike rack.

Delays

Please be aware that road work in and around the area or inclement weather may cause route detours on deviated fixed route services, LCAT will take every measure to ensure that buses arrive on schedule; however, we realize that service may be detoured because of accidents or other instances beyond our control. Any service closures due to inclement weather will be announced on our website and on local radio and television stations. Please call 1-620-343-4207 for any questions.

No Show and Cancellation Policy

The definition of a no-show is: A rider who has a scheduled trip and does not appear at the designated pick-up point and time, does not cancel the trip in advance or refuses to take the scheduled trip.

In order to provide the greatest service to all passengers, cancellation notice should be made no less than **one** hour prior to the scheduled pick-up time.

Cancellations made less than one hour prior to the scheduled pick-up time will be considered a late cancellation. This policy applies to all scheduled trips including subscription trips.

A late cancellation is considered a no-show.

Excessive No-Show/Late Cancellations:

Any rider who demonstrates a pattern or practice of no-shows will be suspended from service. A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incident.

No-show/late cancellations are considered excessive when customer's no-show/late cancellations exceed 3 within one month. This will be considered a *pattern or practice* of missed trips and the customer will be sent written notification that he/she has violated the No-Show/Late Cancellation Policy and is subject to suspension.

Suspensions

Customers incurring excessive no shows or late cancellations may be warned and then suspended for a reasonable period. Repeated violations of this policy will result in longer suspension periods each time. The following suspension periods shall apply to violations of this policy that occur within the same rolling 12-month period.

- **1st Violation: Written Warning**
- **2nd Violation: 1 Week Period**
- **3rd Violation: 2 Week Period**
- **4th or Subsequent Violations: 4 Week Period not to exceed 30 continuous days**

Can Children Ride the Bus?

Children 5 and under can ride the LCAT service for free. All children under the age of twelve must be accompanied by an adult on demand response and fixed route trips.

Children under four years old must be in a child safety seat, while children 4-8 years old must be in a safety or booster seat unless they weigh more than 80 lbs. or are taller than 4 ft. 9 inches tall. The child must be secured with an appropriate child seat provided by the parent or guardian. The parent or guardian will properly fasten such devices using the vehicle seatbelts.

Will You Transport Animals?

For policy purposes, animals are considered either service animals or pets.

Service animals will be transported with their owners without restriction or extra cost. Service animals must be supervised, and the owner/handler must retain full control of the animal at all times. Owners/handlers are responsible for cleanup of any waste or litter caused by the service animal and is liable for any damages the animal's cause.

Pets are not allowed on any of the LCAT vehicles unless they fall into the category of "service animals". Emotional support animals are not considered service animals.

What about Trips That I Need Regularly?

A subscription can be made for rides that are taken on a regular basis, at the same time by the same individual, to regularly scheduled appointments. Subscriptions will be set up for riders taking two or more round trips per week. Subscriptions will be taken on a first come first serve basis.

It is the responsibility of riders with subscriptions to cancel any subscription ride that they do not intend to take. Individuals with subscription rides will be subject to the no show and late cancellation policy described above. In addition, two or more violations of the no show and late cancellation policy within a rolling 12-month

period will result in the loss of subscription ride privileges. Upon request, the rider may again be scheduled for a subscription after a 4-month suspension period.

Cancellations on the voice mail for rides scheduled before 7:30 a.m. daily must be made by 6:00 a.m., or they are considered no shows. Due to the way we schedule we do not allow on-board changes of ride destinations. You may not board the bus and ask the driver to change your booked destination. You must go to your originally scheduled destination and then call the Dispatch staff to rebook a trip to your new destination.

Wheelchair Procedures

The Americans with Disabilities Act of 1990 defines a “wheelchair” as a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

- Drivers will assist customers on approved wheelchair ramps.
- Drivers are not required to assist passengers in wheelchairs up or down stairs.
- Drivers will secure all wheelchairs with tie-downs and their passengers with lap and shoulder belts.

Riders using scooter type vehicles may be asked to transfer to regular seating for their safety. However, passengers with scooters cannot be required to transfer, nor is LCAT required to transport any mobility device that exceeds the weight capacity and or dimensional capacities of the lift. The measurement of the lift platform is 34”x48” with a maximum lift capacity of 800 pounds. All wheelchairs must be properly secured, **LCAT will refuse to transport any rider who refuses to have a wheelchair secured.**

Personal Care Attendants

A personal care attendant is someone designated or employed specifically to assist the rider with daily life functions on a “regular” basis and may provide assistance during the ride or at the destination. One attendant per rider will be permitted to ride the bus without charge. To prevent potential abuse, a companion (e.g., friend or family member) does not count as a personal care attendant unless the rider

regularly makes use of a PCA, and the companion is actually acting in that capacity.

Personal Assistance to Riders

Due to scheduling demands, drivers must limit their personal assistance to riders. Drivers assist riders with only those activities directly related to boarding or exiting the vehicle. Drivers may not enter a rider's home. Drivers shall not handle rider's keys, purses, garage door openers, or access any home security devices. Riders may bring grocery and personal items purchased at stores on the bus but are limited to what the rider can carry in one trip. Riders should not expect LCAT to transport large items such as furniture items, including televisions, or any items of weight exceeding 15 pounds. Drivers will be responsible for passengers entering and exiting the bus safely.

Only drivers will operate the power lifts provided with vehicles. While operating the lift, drivers may not at the same time be riding the lift. Drivers are not permitted to lift individuals required or wanting to transfer from a scooter or wheelchair to regular vehicle seating. Such riders will be asked to provide their own personal care attendant to assist in their transfer.

LCAT reserves the right to refuse to transport any rider whose driveway, sidewalk, or any other access is icy, snowy, or in other condition that impedes the driver from safely boarding or alighting the rider. Seat belts must be worn at all times when riding demand response vehicles.

Transporting Medical Equipment

Passengers traveling with respirators, portable oxygen and other life support equipment must follow safety procedures that ensure protection of all passengers and transit employees. The portable oxygen tank may not exceed 15 lbs. in total weight, 29 inches in height, and 4 inches in diameter. Defective leaking or otherwise unsafe or unfit tanks will not be allowed on the vehicle. Portable oxygen tanks must be turned off when not in use. Drivers will secure oxygen tanks in an upright position using a securement belt or system approved cargo belt. Passengers who wear or carry portable oxygen tanks must wear the seat belt provided. LCAT personnel may not administer or assist with the administration of any medication.

Any passenger requiring assistance while on the vehicle should travel with the assistance of a Personal Care Assistant (PCA).

Conduct, Hygiene and Prohibited Behaviors

If at any time the driver judges that he/she is in an unsafe situation, the driver, with consent of the Dispatcher, will have the right to exercise judgment and stop the vehicle and ask passenger to get off the vehicle or call authorities if needed. Inappropriate conduct, including behaviors which present a danger to other passengers will not be tolerated. These include, but are not limited to: intoxication, fighting, arguing, and threatening the driver or fellow passengers, use of foul or derogatory language and sexual harassment. Anyone's behavior that poses a safety hazard to him/her or others caused by misplaced bodily fluids will be denied bus service. Open wounds or weeping sores must be adequately covered with bandages, clothing, etc. to prevent contamination of vehicle seats and/or other passengers with body fluids. At the driver's discretion, with consent of the Dispatcher, 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 TOBACCO USAGE OR OPEN CONTAINERS, NO WEAPONS INCLUDING KNIVES OR AMMUNITION AND NO HAZARDOUS MATERIAL SUCH AS CAR BATTERIES, GASOLINE, PROPANE, ETC. ARE ALLOWED ON THE BUS.** If a passenger is found to have afore- mentioned item, they will be asked to vacate the bus immediately and will not be allowed to ride any more 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.

No weapon, including firearms concealed or not, other instrument intended for use as a weapon, or any object capable of inflicting serious bodily injury upon another person or property may be carried in or on any vehicle of LCAT, even if a person has a permit to carry a concealed weapon, except for law enforcement personnel.

Workplace Violence Zero Tolerance

Threats of violence, threatening behavior, or acts of violence against any employees or other individuals are prohibited. LCAT 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.

Any person who threatens violence, displays threatening behavior, or engages in violent acts in LCAT offices or in or around LCAT vehicles will be removed from the area or vehicle as soon as safety allows. Said person shall be prohibited from entering LCAT offices or riding or driving LCAT vehicles until an investigation of the conduct in question has been completed.

Should the investigation establish a violation of this policy, LCAT will take action up to and including termination of any business relationship, suspension or termination of employment, and civil or criminal prosecution.

Grievance Procedure

Passenger complaints will be submitted as soon as possible. A complaint form (see Appendix 1) should be completed for passenger complaints and problems. The drivers carry additional complaint forms. The driver will call immediate concerns in to the Dispatcher for resolution. A customer who believes that he/she has suffered a grievance may also elect to discuss the matter with the Director or Transportation Manager in person but should do so within five working days of the date of the grievance. The Director or Transportation Manager will respond to all grievances within five working days, making every effort to resolve the grievance at this level.

LYON COUNTY AREA TRANSPORTATION (LCAT)
402 Commercial Street, Emporia Kansas 66801

TITLE VI CIVIL RIGHTS POLICY

It is the policy of the LYON COUNTY AREA TRANSPORTATION (LCAT) to provide its transportation services without regard to race, color national origin, age, gender, disability or income in accordance with Title VI of the Civil Rights Act and related regulations. Further, it is the intent of LCAT to provide reasonable accommodations to inform Limited English Proficiency (LEP) populations meeting the Safe Harbor Threshold within its service area of its services and policies and to provide equal and equivalent services to all residents.

This plan was developed to guide Lyon County Area Transportation general public service in its administration and management of the Title VI related activities.

Notifying the Public of Rights Under Title VI

**LYON COUNTY AREA TRANSPORTATION
(LCAT)**

Lyon County Area Transportation operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Lyon County Area Transportation.

For more information on the Lyon County Area Transportation Civil Rights Program, and the procedures to file a complaint, contact (620)343-4207 or visit our administrative office at 402 Commercial Street, Emporia Kansas 66801.

A complainant may file a complaint directly with the Federal Transit Administration by filling a complaint with the office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave. SE, Washington, DC 20590

If information is needed in another language, contact (620)343-4207

Si se necesita el información en otro idioma, póngase en contacto con (620)343-4207

This notice is posted on the main lobby bulletin boards at the Lyon County Area Transportation and on the bulletin board in the LCAT Dispatch area.