

DERBY DASH

Operating Policies & Procedures



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GENERAL INFORMATION

Derby Transportation

The Derby Dash service, equipped with accommodations for special needs of the elderly and people with disabilities, provides low-cost public transportation for the City of Derby. This service enables persons to be less dependent on others for a basic need - transportation. Trips include local grocery stores, banks, the post office, medical facilities, the Senior Center, and other facilities as determined by the needs of patrons. The weekday bus route is on-demand response (curb to curb) and runs within the city limits of Derby. Transportation is available for pick-up service from 7:30 a.m. to 4:30 p.m. Monday through Friday. The Derby Dash is closed on City-observed holidays. The reservation line receives calls Monday through Friday between 7:30 a.m. and 3:30 p.m. Advance notice of at least 24 hours is required for rides.

Mission Statement

The mission of the Derby Dash is to provide safe, accessible, and affordable transportation to all citizens who reside in the city limits of Derby in order to enhance access to programs, services, and activities which will improve their quality of life and help maintain their choice of lifestyle.

Who We Serve and Service Area

All persons residing in City of Derby city limits are eligible to ride the Dash.

How to Contact Us

Derby Dash Dispatch.....(316) 788-7433 (RIDE)

Fax(316) 788-9611

Ashley Cory, Transportation Coordinator.....(316) 788-0223 ext. 1203

Schedule rides Monday - Friday, 7:30 a.m. to 3:30 p.m. Dash staff are available until 5 p.m. for information about the Derby Dash or other transit resources in the community.

ELIGIBILITY

Rides

A ride card must be purchased prior to riding on the bus. A one-way ride costs \$2. Cards may be purchased at the Senior Center at 611 Mulberry Rd., both Derby Dillons locations, and the Derby Recreation Commission, 801 E. Market St. Cards may be purchased in \$4, \$10, \$20, and \$40 increments. Ride cards are non-refundable and have no expiration date. Ride cards must be out and ready for the driver to punch as you board the bus.

Medical Necessity Requests

Derby Dash will make every effort to make these requests a priority.

Passenger Limit

The Derby Dash has a 14-passenger limit. Dispatch and drivers must adhere to that number when scheduling riders.

Scholarship Application Process

Individuals must be determined eligible for subsidized rides through the application process prior to rides being scheduled. Information provided in the application is kept confidential. To obtain an application, contact the Derby Dash at 788.7433 and indicate if assistance is needed in completing the application. Proof of income is required.

Once an individual is determined eligible and receives a confirmation letter, any changes of information provided on the application must be reported to the Derby Dash Dispatch, including changes in name, address, phone number, contact person, or income status. Applications will otherwise be required to be updated on a yearly basis. Scholarship availability depends on donations.

Funding Sources & Programs

The Derby Dash receives funding from the following sources outside of ride fees: Federal Transit Authority, City of Derby, and donations.

OPERATIONS

Office Hours

The Derby Dash office hours are 7:30 a.m. to 5 p.m. Monday through Friday. The Derby Dash is closed on City-observed holidays. Reservations for rides are taken from 7:30 a.m. to 3:30 p.m. and phones are answered until 5 p.m.

Service Hours

The Derby Dash runs Monday through Friday from 7:30 a.m. to 4:30 p.m.

The Derby Dash is closed on City-observed holidays and when USD 260 closes for inclement weather.

Scheduling a Ride

Reservations for rides are to be made 24 hours in advance. Reservations may be made on the day the ride is needed, if space is available. Reservations can be made for a recurring ride on a first-come, first-served basis. A rider becomes a subscription rider when they ride weekly at the same time. Customers must have the street address and phone number of their destination when scheduling a ride. Parents, guardians or daycare providers must call and schedule a ride for children 10 years and younger. Rides are scheduled on a first-come, first-served basis; therefore, not all requests for rides may be accommodated.

No-Show/Cancellation Policy

We understand that because the Derby Dash requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. We also understand that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service.

The following defines Derby Dash No-Show Policy:

A no-show occurs when a rider fails to appear to board the Derby Dash for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location and the driver waits at least five minutes within the pick-up window.

The pick-up window is five minutes before the scheduled pickup time to five minutes after the scheduled pick-up time. Riders should be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of five minutes within the pick-up window for the rider to appear.

Late Cancellation

A late cancellation is defined as either a cancellation made less than one hour before the scheduled pickup time or a cancellation made at the door of the Derby Dash that has arrived within the pickup window.

The Derby Dash does not count any trips as no-shows or late cancellations due to office error, such as:

- Trips placed on the schedule in error.
- Pickups scheduled at the wrong pickup location.
- Drivers arriving and departing before the pickup window begins.
- Drivers arriving late after the end of the pickup window.
- Drivers arriving within the pickup window, but departing without waiting the required five minutes.

The Derby Dash does not count situations beyond a rider's control as no-shows or late cancellations, such as:

- Medical emergencies
- Family emergencies
- Sudden illness
- Appointments that run unexpectedly late without notice

Riders should contact Derby Dash Dispatch when experiencing no-shows or late cancellations due to circumstances beyond their control.

Subsequent Trips Following No-Shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule for that rider unless

the rider specifically cancels the trip. To avoid multiple no-shows on the same day, riders are required to cancel any subsequent trips they no longer need.

Suspension Policies for Excessive No-Shows and Late Cancellations

Derby Dash staff review all no-shows and late cancellations to ensure accuracy before recording them in a rider's account. Each verified no-show or late cancellation consistent with the above definitions counts as one occurrence. Riders will be subject to suspension after they accumulate five occurrences of no-shows in a calendar year.

The Derby Dash will notify riders/parents by telephone after they have accumulated three occurrences of no-shows that they are subject to suspension after their fifth no-show.

The fourth violation in a calendar year triggers a warning letter. All warning and suspension notices include a copy of this policy.

Subsequent violations result in the following suspensions of service:

- Five to nine violations: One week
- 10 or more violations: One month

Suspensions begin on Mondays unless you are a subscription rider. Subscription riders will have the suspension effective the following week on scheduled ride days.

Policy Disputing No-Shows or Late Cancellations

Riders wishing to dispute no-shows or late cancellations must do so within five business days of receiving a call, warning, or suspension letter. Riders should contact the Derby Dash Coordinator at (316) 788-0223.

Policy Appealing Process

Riders wishing to appeal suspensions under this policy have the right to file an appeal in writing or via email. Riders must submit appeal requests within 10 business days of receiving suspension letters. Appeals will be heard by the Deputy City Manager. To file an appeal, write to Derby Dash, 611 N. Mulberry Rd. Suite 100, Derby, KS 67037, call (316) 788-1519, or email DanBronson@derbyweb.com.

Pick-Ups & Drop-Offs

For pick-ups, riders must be ready and waiting at the designated pick-up location. The bus will wait for a rider in front of, or as close as possible to, the rider's designated pick-up location. Drivers will not come to the door to assist passengers. If a rider needs assistance exiting the pick-up location or entering the destination location, an attendant (not provided by the Derby Dash) must be available to assist and may ride free. The driver may assist the passenger from the curb into the bus if requested. Riders need to be prompt and have ride cards ready for the driver to punch when boarding the vehicle.

If your pick-up is at an apartment complex or place of business, you should let the scheduler know when requesting the trip if there are any special instructions needed such as security gated entries, apartment building numbers, or multiple entrances. Otherwise, drivers will pick-up and drop-off at the main entrance or designated/pre-determined points of entry for safety reasons. For drop-offs, the driver will drop the rider off in front of, or as close as possible to, the designated drop-off location.

Late Vehicles

Public transportation providers experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, the bus may be late for a pick-up. If the vehicle has not arrived by 15 minutes after the scheduled pick-up time, call the Derby Dash Dispatch at (316) 788-7433. Derby Dash staff will call scheduled riders when the bus is going to be late. They will know the status of the vehicle and what time to expect it. If a pick-up is more than 60 minutes after the scheduled pick-up time, the ride will be free of charge unless the delay is due to inclement weather.

Boarding & Securement of Passengers

Drivers will secure wheelchairs and other mobility devices. In some cases, the driver may ask the rider to transfer to a seat if it is not possible to secure the passenger safely. It is the rider's choice to transfer or remain in their mobility device. Individuals who cannot board the vehicle using the steps may use the wheelchair lift for access.

ACCOMMODATIONS

Vehicles

The City of Derby has two 14-passenger bus. One serves as the operating Dash and the other is only used when the first is inoperable.

Wheelchair & Other Mobility Devices

The Derby Dash will attempt to accommodate wheelchairs. Wheelchairs and other mobility devices must not exceed 48" in length, 30" in width, and 600 pounds in total weight (occupied). Individuals with mobility devices exceeding these standards may be denied service. For passenger safety, the Derby Dash will not transport riders with broken mobility devices or devices without working brakes. Wheelchairs and other mobility devices must be clean, safe, and in good working condition. Motorized wheelchairs must be able to be locked down and will not be allowed to ride without being locked down.

Attendant & Driver Assistance

Attendants

- Derby Dash does not provide attendants.
- Attendants may accompany a rider that requires assistance.
- Attendant can ride free of charge.

Assistance Provided by Derby Dash Drivers

- Assistance from the curb to the vehicle, boarding the vehicle, and securement in the vehicle.
- Securement of mobility device equipment and packages in the vehicle.
- Loading and unloading some packages (see "Packages" section).

Assistance NOT Provided by Derby Dash Drivers

- Assistance beyond the curb.
- Locking/unlocking doors or activating/deactivating house alarms.
- Loading and unloading personal items (except some packages).
- Looking for a lost ride card.

Packages

Carry-on packages are limited to a total of five packages/bags. Drivers may help a rider carry packages from the curb and on/off the vehicle. Neither the driver nor City of Derby is held liable for any damage that may occur to packages/bags during transport. Packages will be placed inside the cart for transport. Packages or personal items left on the bus will be held for 24 hours; however, perishable items will be put in the trash at the end of the day. If there is a violation of the five packages/bags limit, the first instance will result in a verbal warning and reminding of the policy. The second instance will result in a warning letter and a copy of the operating policies and procedures. Additional violations may result in suspension of services provided.

Equipment

Persons traveling with portable oxygen or other support equipment may be transported if it does not interfere with passenger's safety.

Service Animals | Emotional Support Animals | Pets

Use of service animals is allowed. According to the Americans with Disabilities Act (ADA), service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Small pets not identified as service animals may be transported in an official pet carrier (like a "pet taxi", no allowance for bags, purses, etc. that a pet could escape from). The driver will not assist with lifting, carrying, or transferring the carrier. The animal's care and safety are the responsibility of the owner. No medium or large size pets will be allowed for transport if not a service animal.

Child Seats

The Derby Dash does not provide child restraints or seats. Drivers are not permitted to carry children on or off the vehicle. If your child needs assistance, you must provide it. Children three years and younger ride for free with an adult.

CODE OF CONDUCT

The purpose of the Code of Conduct is to ensure a safe and orderly environment through well-defined policies and procedures. The Derby Dash has rules to support a consistent and positive environment.

Firearms and Weapons

No open carry of fire arms or weapons of any kind are allowed on the Derby Dash.

The driver has the discretion to take measures if a rider engages in persistent inappropriate or dangerous behavior. This discretion may include the Derby Dash refusing service, a driver telling a rider they must exit the vehicle, or calling authorities if necessary. Riders who violate these rules of conduct are subject to suspension of service. Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution.

Passenger Safety

Riders have the responsibility to respect each other and to comply with the Dash rules and policies and to be ready to accept the consequences of their actions if they violate the following:

1. Riders **must** obey all instructions from the driver.
2. Riders must have their ride cards ready and present to the driver upon entering the bus. Prompt service can only occur when riders quickly board the bus and exit the bus at the appropriate times.
3. Riders must go directly to a seat and keep the aisles and exits clear.
4. Riders are not allowed to carry nuisance items, hazardous materials, or weapons onto the bus.
5. No smoking or vaping allowed on the bus.
6. No riding under the influence of alcohol, drugs, or controlled substances.
7. No loud voices, profanity, and/or obscene gestures. Passengers must respect the rights and safety of the driver and others.
8. Bullying will not be tolerated.
9. No standing while the vehicle is in motion; passengers must remain properly seated at all times. This means back against the back of the seat, bottom against the bottom of the seat, and seatbelt buckled.
10. Riders are to remain seated until time to get off the bus. The driver will signal when to get up from the bus seat if you are at your stop.
11. Shirt and shoes are required.
12. Riders are not to extend arms, hands, heads, or any body parts outside the windows.
13. Anyone with incontinence must be dry upon boarding the vehicle.
14. Riders are not allowed to have bodily fluids, blood components, exposed mucus membranes, or exposed wounds present on the body or on any personal items.
15. Riders will be expected to pay for damages they cause to the bus.
16. Riders must remain silent at railroad crossings.
17. Riders are responsible for cleaning up after themselves and leaving the bus in a clean and safe condition.
18. **Patrons involved in any altercation will immediately be suspended for a period of five business days.**

The Derby Dash Coordinator has authority to enforce all rules and suspend patrons who violate the passenger safety policies. Any violations of these policies will be reviewed by Derby Dash Coordinator. The Derby Dash Coordinator determines if suspension is warranted and, if so, how long the suspension will be.

Conduct Violations

1. The first violation will result in a Conduct Warning issued to the rider. The warning must be signed (by a parent or guardian for minor riders) and returned to the driver before the rider is permitted to ride the Derby Dash again.
2. The second violation will result in a suspension from the Derby Dash for one week.
3. The third violation will result in a letter stating that the rider is suspended from the Derby Dash for four weeks.
4. All additional violations in any 12-month period will result in a letter stating that the rider is suspended from riding the Derby Dash for six months.

The Derby Dash Coordinator and staff encourage all parents/patrons to review these rules with their child or for themselves to encourage the importance of safe and respectful bus behavior.

COMPLAINTS

Riders have a right to dispute or file a complaint regarding service. Contact the Derby Dash Dispatch at 316.788.7433. The Dispatch receives all telephone and verbal complaints and documents them prior to notifying the coordinator. If a satisfactory solution cannot be reached, a written or email grievance may be filed within 10 days of the incident or complaint to the City of Derby Deputy City Manager for an assessment of the situation.

Dan Bronson, Deputy City Manager

611 Mulberry Rd, Suite 100

Derby, KS 67037

316.788.1519

danbronson@derbyweb.com



DERBY DASH OPERATING POLICIES AND PROCEDURES

Parental Signature Form

I have read and discussed the Derby Dash Operating Policies and Procedures with my child.

I understand that these rules and procedures are to promote a safe and respectful bus environment. This form must be signed and returned before your next ride on the Dash.

Students Name: _____

Please Print

Parent/guardian's Name: _____

Please Print

Parent/guardian's phone number:

Home _____

Cell _____

Work _____

Please sign and return this form to the Derby Dash office or give to the Dash driver.

Child's signature

Date

Parent's signature

Date



DERBY DASH CODE OF CONDUCT

Patron Signature Form

I have reviewed the Derby Dash Code of Conduct policy. I understand that these rules and procedures are to promote a safe and respectful bus environment. This form must be signed and returned before your next ride on the Dash.

Patron Name: _____

Please Print

Patron's phone number: Home _____

Cell _____

Work _____

Please sign and return this form to the Derby Dash office or give to the Dash driver.

Patron signature

Date