



“The Professional Choice”

PASSENGER INFORMATION & GUIDELINES

Connections Transportation services are available to all General Public individuals residing in Montgomery, Wilson, Elk, Cowley and Chautauqua counties. This is a limited service available on a “Frist Come Frist Serve” basis. You may request a ride by calling the Connections office at 620-332-1976, 48 hours or 2 business days in advance of the transportation that is needed.

Children under 17 years of age must be accompanied by a parent or guardian.

Area of Service - Services are available throughout Chautauqua, Cowley, Elk, Montgomery, and Wilson Counties.

Hours of Operation: The Connections office is open to schedule rides from 8:00 a.m. to 5:00 p.m. Monday through Friday. Rides may be available outside regular office hours Monday through Friday, but must be scheduled by calling during regular office hours. When the office is closed, ride cancellations may be left on Connections message system at 620-332-1976. Connections office will observe the following holidays: New Year’s Day; Martin Luther King Jr. Holiday; Good Friday, Memorial Day; Independence Day; Labor Day; Thanksgiving Day (Thursday & Friday); and 2 days at Christmas.

Scheduling Rides or making changes to a scheduled ride: It is best to request a ride at a minimum of 48 hours or 2 business days in advance. You may book a ride up to 30 days in advance. The earlier you request a ride the more likely it is that you will get the ride you need.

Subscription Rides: A subscription ride (also known as a reoccurring ride) shall be a ride that is taken on a regular basis, by the same individual to the same destination. A ride could be daily, weekly or monthly. Connections is a limited resource and transport services cannot be guaranteed.

Shared Rides: Connections will schedule trips placing as many passengers as possible together when traveling in the same direction or to the same destination.

1. Passengers shall recognize that Connections' services are based upon coordination of transportation and therefore shall not expect individual trips even upon request.
2. Passengers may be requested to take a route that does not go directly to their destination in order to accommodate other passengers.

Lost & Found: Connections is not responsible for items left on vehicles. Please make sure you have all of your items when exiting the vehicle. Found items will be sent to the Connections office and will be kept for six months. Contact the Connections office if you think you have left something on a vehicle.

Hand to Hand Drop Offs: Connections is the transportation provider and does not take on the role of caretaker when a passenger arrives at a drop off point. Connections may require passengers who have been identified with a loss of independence in managing everyday life activities to travel with personal care attendants. If attendants are not required, family and/or caretakers must agree to take full responsibility to be at the final drop off location upon return of the passenger. Connections will not be responsible if caretakers are not present. Connections will make reasonable effort to contact a family member if they are not present. If the family and/or caretakers are not present on more than one occasion, Connections may refuse to transport the individual in the future without an attendant.

Cancellations: Cancellations need to be made at least 24 hours in advance of the scheduled ride. Cancellations should be made by contacting Connections to cancel the ride. If you call Connections after office hours, be sure to leave a message regarding your cancellation. Cancellations less than 24 hours prior to the scheduled ride time will be treated as a No-Show.

Pick-up /wait times for General Public Transportation: Passengers must be ready for pick-up 1 hour prior to the scheduled Pick-Up time. The driver will wait for only 15 minutes after the scheduled Pick-Up time. If the rider does not make contact with the driver, Connections considers the rider a No-Show for that ride.

No Show/Cancellation Policy: A customer having two No-Shows in a 90-day period will result in a 30-day suspension of ride privileges. As a courtesy, a letter of warning may be sent to the customer after the first No-Show occurrence. Consideration may be given for No-Show situations during inclement weather or other special circumstances. If you believe there has been an error or want to appeal a suspension of service, you may contact the Connections Transportation Coordinator at 620.332.1976.

Seat Belts & Restraints: To ensure the safety of all passengers and to comply with traffic laws of Kansas, all passengers and drivers must be secured with the restraint devices available in each vehicle. In addition, all wheelchairs and mobility devices such as scooters must be secured with the devices available in each vehicle and will always be secured forward facing. All medical equipment such as oxygen canisters or respirators must be properly secured. Children four years old or less than 40 pounds in weight must be secured with an appropriate child seat installed by the parent or guardian.

ADA Accessible Transportation – Connections provides transportation to accommodate Mobility Devices. Please tell Dispatchers the total combined weight of both the passenger and the type and style of the Mobility Device. This information will determine the type of ADA vehicle needed. There is a total combined (passenger and Mobility Device) weight limit of 1,000 pounds. For ease of access, ambulatory passengers may also request to use the lift or ramp.

Wheelchair Procedures - Drivers will assist passengers on the vehicles wheelchair lifts and ramps. Drivers will not assist passengers in wheelchairs up or down stairs. Wheel chair devices must be secured. Passengers may remain seated in their wheel chair device if they can be safely secured in it and the device safely locked in place. If the wheel chair device cannot be secured due to equipment malfunction, the passenger may transfer to a secured seat or request to be transported in another ADA-accessible vehicle. If a passenger refuses to be secured, the trip will be denied.

Bad Weather Policy - If the management of Connections and its contract provider(s) jointly agree the weather is so severe it is unsafe to operate, then operations will cease for the day in question. Every effort will be made to contact riders.

Pets/Service Animals - Only service animals will be permitted to ride on Connections vehicles without carriers. All other pets must be in a Pet Carrier at all times while on the vehicle. Small pets (cat or dog) not identified as a service animal may be transported in an official pet carrier (no allowance for bags/purses, etc. that a pet could escape from or soil through while in transport) and the carrier may only be lifted, carried and transferred by the customer. No medium or large size pets will be allowed for transport if not a service animals. Please inform our office when scheduling a ride if a service animal or small pet in a carrier will be accompanying you. The animal's care and safety is the responsibility of the owner.

Fares: Transportation to community resources within the city limits will cost \$2.00 per trip or \$2.00 plus \$0.20 for each additional mile outside the city limits. Unless, a contracted service is paying for the the transportation. All fares **are per person, per one-way trip** and **must be paid upon boarding**. Punch cards are available for \$25.00. The punch card has \$30 worth of punches on the card. **NOTICE: Exact fares must be paid in cash, by check, or with Connections Discount Card. No change will be provided.**

Personal Assistance to Passengers: Drivers must limit personal assistance to passengers, but are allowed to assist with activities directly related to boarding or debarking the vehicle safely. Drivers are not permitted to lift individuals including transferring from a scooter or wheelchair to regular vehicle seating. Personal care attendants are permitted to ride with passengers. Such passengers must provide their own personal care attendant to assist in their transfer.

Carry Ons: Passengers may bring groceries and personal items purchased at stores on the vehicle, but the amount is limited to what the passenger can carry in one trip. Passengers may not expect Connections Transportation to transport large items. **No food, drink, vaping or tobacco products of any kind may be consumed on the vehicle. No firearms are allowed on the vehicle.** Bicycles may be brought onto vehicles as long as dispatch is notified at the time of scheduling the service.

Passenger Code of Conduct - 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; threatening or disrespecting the driver or fellow passengers; use of foul language, use of electronic equipment which infringes on the comfort of other riders or the driver, or behavior that could be considered sexual harassment. At the driver's discretion, a passenger who engages in persistent inappropriate and/or dangerous behavior, can be required to vacate the vehicle. Drivers, with approval of management, may put a passenger off the vehicle or call authorities if necessary. Connections reserves the right to refuse services to passengers that pose a danger to other vehicle occupants.

Driver appearance/Uniform: Connections drivers will wear a red vest or a red polo shirt with the word "Connections" in blue on the front left side.

Customer Satisfaction: Connections goal is to provide professional transportation services. Passenger feedback is important for us to meet this goal. If you have suggestions, questions, complaints, or want to appeal a suspension of service, you may contact the Connections Transportation Coordinator at 620.332.1976.

Notifying the Public of Rights Under Title VI

Four County Mental Health Center, Inc. dba



- Connections 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 Four County Mental Health Center, Inc.
- For more information on Four County Mental Health Center, Inc.'s civil rights program, and the procedures to file a complaint, contact 620-331-1748 (TTY 800-766-3777); email hr@fourcounty.com; or visit our administrative office at 3751 W. Main, Independence, Kansas 67301.
- A complainant may file a complaint directly with the Federal Transit Administration by filing 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

Connections Transportation projects receive Federal Transit Administration and Kansas Department of Transportation Section 5311 Grant Capital and Operating Funds.

DISCOUNT CARDS

The following guidelines are set to properly track data and monitor the Discount Card program.

Discount Cards: You may purchase a Discount Card worth \$30.00 in rides for only \$25.00. When you call to schedule your ride, please let the dispatcher know you wish to purchase a Discount Card.

Discount Cards can only be purchased through the Connections office by calling 620-332-1976 or 1-866-485-4858.

- Dispatch will provide you with instructions on the proper way to apply for Discount Cards.
- Dispatch will ask you how many Cards you need.
- The name(s) that you are wanting for each Card.
- The amount that you will need to send to:
Connections
PO Box 688
Independence, KS 67301
- Once Connections has your money we will issue and mail out a Discount Card in your name(s).
- Discount cards must be returned to Connections, when there are no more punches available in the card.
- All Cards are Non-Transferrable and Non-Refundable.