

# City of Haysville Public Transportation

## *Haysville Hustle*



### *Operating Policies & Procedures*

Haysville Senior Center  
160 E. Karla  
Haysville, KS 67060  
316-529-5903

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## GENERAL INFORMATION

The Haysville Hustle bus service provides low-cost public transportation in the City of Haysville. The vehicle being used is a paratransit bus, which is equipped to accommodate the special needs of the elderly and the disabled. Haysville Hustle is a demand-response (curb-to-curb) service, first come, first serve availability program. Demand response services are general public transportation that provides service from origin to destination on demand.

### **Mission Statement**

Haysville Hustle's mission is to provide public transportation that is safe, affordable, and accessible to senior citizens, disabled citizens, and those without dependable private transportation, thereby allowing regular and consistent access to goods, services, and activities that promote a healthful and positive lifestyle.

### **Program Funding**

The City of Haysville's Public Transportation Program is funded in part by a Section 5310 grant for Enhanced Mobility of Seniors and Individuals with Disabilities.

## OPERATIONS

### **Service Hours**

The Hustle service hours are 8:00 am - 4:30 pm, Monday through Friday.

The Senior Center hours are from 8:00 am - 5:00 pm, Monday through Friday. Haysville Hustle will not operate on weekends, City observed holidays or whenever the Senior Center is closed. If the holiday lands on a Saturday, offices will be closed on Friday. If the holiday lands on a Sunday, offices will be closed on Monday.

### **Service Area**

All persons residing in City of Haysville city limits are eligible to ride the Hustle. Rides must originate from designated pick-up boundaries determined by the City of Haysville (east of Hoover, south of 55<sup>th</sup> Street, west of Hydraulic and north of 95<sup>th</sup> Street). The bus will transport patrons within Haysville city limits with routes to 47<sup>th</sup>/Broadway in Wichita and 63<sup>rd</sup>/K-15 and Rock Road between 63<sup>rd</sup> and Madison Avenue in Derby. Group destination trips will be scheduled on occasion.

Please note, if the individual resides in Wichita City limits, services are provided by the Wichita Transit and if the individual resides in Sedgwick County, services are provided by Sedgwick County Transit. Haysville Hustle does not duplicate transit services. Transfers while in the City of Wichita may be accessed by using Wichita Transit's fixed routes, Paratransit services or private pay options, i.e. taxi or a transportation network company. No accommodations will be made for wait time or drive-thru requests.

## **Passenger Limit**

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

## **Payment & Tokens**

The Haysville Hustle will only accept pre-purchased tokens as payment for a ride. One \$2.00 token will serve as payment for a one-way ride. Tokens may be purchased in any quantity desired by rider. Haysville Hustle tokens are nonrefundable, have no expiration date and cannot be replaced if lost or stolen. Tokens must be presented at time of pick up. Drivers do not carry cash or tokens for sale on the bus.

Tokens will be available for purchase at:

Haysville Senior Center, 160 E. Karla (Cash, Credit/Debit Card (\$8.00 minimum purchase), Check Accepted)

Tokens purchased over the phone will be delivered by the Haysville Hustle Driver when passenger boards the Hustle for their pre-scheduled trip.

Tokens for rides must be purchased at least three business hours prior to the scheduled pick-up time to allow time for the driver to collect tokens from dispatch.

Children three years and younger ride for free, with an adult.

## **Financial Assistance Program**

Individuals that reside within Haysville city limits and whose income falls below the State of Kansas Poverty Guidelines may qualify for assistance paying the cost for a rider's fare. Individuals must provide valid identification, proof of residence, and proof of income for two months at the time of application submission. Applicants must resubmit all required documentation every three months. Rider scholarships are distributed upon the availability of donated funds towards the Haysville Hustle Financial Assistance Program. Riders are limited to 12 one-way rides per week and a total of \$250 in assistance every three months.

Riders are responsible for notifying dispatch of any changes to their schedule. If no shows or late cancellations become excessive (3 within a year time period) the rider will lose their eligibility for the financial assistance program for 60 days from their last offense and may be suspended from ridership for up to 30 days. For more information review the Cancellation/No Show Policy section in this manual.

## **Medically Necessary Requests/Equipment**

All medically necessary service requests must be noted when making a reservation, every effort to accommodate these requests will be made. Persons traveling with portable oxygen or other support equipment may be transported if it does not interfere with the rider or other passenger's safety.

## **Scheduling a Ride**

A reservation is required to ride. It is recommended that reservations be made at least 24 hours in advance. Even at 24 hours' notice, rides may not be available. Reservations may be made the same day if space is available. Rides are scheduled on a first-come, first-served basis. Subject to availability, changes to a scheduled ride may occur by contacting dispatch during regular business hours. Changes cannot be made by the driver or during a trip already in progress.

Riders must complete all registration forms prior to scheduling a ride. Forms are available at the senior center or available to fill out online at [www.haysville-ks.com/haysville-hustle](http://www.haysville-ks.com/haysville-hustle). When making a reservation, riders will be asked to provide their name, address of origin, and destination, along with any special circumstances (service animal, mobility needs, etc.). Reservations for a ride can only be made by someone 16 years old and older. Children under the age of eight (8) must be accompanied by someone (12) twelve years and older. Children between the ages of eight (8) and seventeen (17) may ride by themselves, but only after a parent or guardian has completed all necessary registration forms.

If the rider resides in a large building or institution, the pick-up/drop-off location will be the main entrance for that building/apartment. If the rider has curb access from their individual residence/apartment, they will be picked up as close as possible to the curb directly in front of their apartment. Dispatch must be notified of any special pick-up requests during scheduling.

## **Cancellation/No-Show Policy/Recurring Rides**

A late cancellation is defined as either a cancellation made less than 2 hours before the scheduled pickup time or a cancellation made at the door of the Hustle that has arrived within the pickup window. A no-show occurs when a rider fails to appear to board the Hustle for a scheduled trip. A notice listing the violation dates and date of suspension will be sent to the rider's address on file via first class mail or hand delivered upon next ride. Acknowledgement must be signed before the next ride takes place. A rider may appeal a suspension through the grievance procedure process outlined later in this document. When the dispatch office is closed, ride cancellation messages may be left on the voice mail system.

The Haysville Hustle offers recurring scheduled rides to passengers as the schedule allows. This may not be used solely as a place holder for patrons. Passengers may not be on a recurring schedule and cancel their transportation daily.

- After two cancellations/no-shows within a week period, passenger will receive a violation warning.
- After a third cancellation/no-show of a recurring schedule within a week period, passenger will be charged \$2.00 fee for this trip regardless. Payment for this trip must be paid before any additional transports will be given.
- Any additional cancellations will result in passenger being permanently removed from a recurring schedule and will only be allowed to schedule individual trips.

## **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. The driver may assist the passenger from the curb into the bus if requested. Riders need to be prompt and have Haysville Hustle token ready for the driver to retrieve as you board the bus.

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. 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 pre-determined drop-off location.

## **Pickup Window**

Haysville Hustle's pickup window is defined as 10 minutes before to 10 minutes after a scheduled pickup time. If the bus arrives at any time within this window, the driver will wait for five (5) minutes. A rider who fails to board the bus will be considered a no-show. If the bus arrives prior to the start of the pickup window, the driver's five (5) minute wait will not begin until the designated pickup window time. Riders should be ready for pick up at any time within the Haysville Hustle pick up window.

## **Wheelchairs & Other Mobility Devices**

The Haysville Hustle will attempt to accommodate wheelchairs and other mobility devices. Devices may not exceed 48" in length, 30" in width, or 600 pounds in total weight (occupied). Individuals with mobility devices exceeding these standards will not be allowed to ride. For passenger safety, the Haysville Hustle will not transport riders with broken mobility devices or without properly working brakes. 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.

## **Child Safety Seats**

The Haysville Hustle 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.

## **Bicycles**

The Haysville Hustle is available to transport two bicycles utilizing the bicycle rack on the front of the bus. The bus driver will lower the rack for the rider. It is the rider's responsibility to load the bike and secure the bike to the rack. Instructions are located on the front of the bus. The driver will inspect the securement before the rider may board the bus. Riders must notify dispatch of a bicycle transport at time of reservation.

## **Service Animals & Emotional Support Pets**

According to the Americans with Disabilities Act (ADA) a service animal is any animal that is individually trained or able to provide assistance to a person with a disability; or any animal that assists persons with disabilities by providing emotional support. Please inform the Haysville Hustle dispatcher if a service animal will be present when scheduling a ride. The animal's care and safety are the responsibility of the owner.

Documentation of current vaccinations will be required of passengers needing to travel with an emotional support or psychiatric service animal.

## **Boarding and Securement of Passengers**

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

## **Driver Assistance & Attendants**

### **Attendants**

- Haysville Hustle does NOT provide attendants.
- Attendants may accompany a rider that requires assistance at no charge.

### **Assistance provided by Haysville Hustle Drivers**

- Assistance from the curb to the vehicle, boarding and securement in the vehicle.
- Securement of mobility device equipment and packages in the vehicle.

### **Assistance NOT provided by Haysville Hustle Drivers**

- Assistance beyond the curb.
- Drivers are not permitted to carry children
- Drivers may not lift passengers
- Locking/unlocking doors or activating/deactivating house alarms.
- Looking for a lost Haysville Hustle Token.

## **Packages**

Carry-on packages are limited to a total of 5, packages will be placed inside the tub for transport. Drivers may help a rider carry packages from the curb and on/off the vehicle.

Packages or personal items left on the bus will be held for 24 hours; however, perishable items will be discarded at the end of the day. Neither the driver nor the City of Haysville is liable for any damage that may occur to packages during transport.

## **Late Vehicles Due to Traffic or Inclement Weather**

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 Haysville Hustle Dispatch. Hustle



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. This policy does not apply to rides delayed or cancelled due to inclement weather.

## **Operations during Inclement Weather or Emergency Events**

During inclement weather, the decision to operate the Haysville Hustle will be determination of the City of Haysville. Should factors dictate that the Hustle cannot operate in a safe manner, riders will be notified.

# **CODE OF CONDUCT**

## **General Rules**

The purpose of the Code of Conduct is to ensure a safe and orderly environment through well-defined policies and procedures. The Haysville Hustle has rules to support a consistent and positive environment. Inappropriate conduct will not be tolerated. Riders have a responsibility to respect each other, to comply with Haysville Hustle rules and policies, and to accept the consequences of their actions if they violate the following:

1. Riders must obey cancellation/no-show policy shown on page 6.
2. Riders must obey all instructions from the driver.
3. Prompt service can only occur when riders quickly board the bus and exit the bus at the appropriate times.
4. No loud voices, profanity, and/or obscene gestures. No bullying will be tolerated.
5. Passengers must respect the rights and safety of the driver and others.
6. Shirt and shoes are required.
7. Riders must have their payment token ready and present to the driver upon entering.
8. Riders must go directly to a seat and keep the aisles and exits clear. Riders are not to extend arms, hands, heads, or any body parts outside the windows.
9. Riders must fasten their seatbelts during the duration of transport until the bus comes to a full and complete stop. Seatbelt extenders are available upon request.
10. Riders must remain in their seats silent at railroad crossings.
11. Passengers must remain properly seated at all times. This means back against the back of the seat and bottom against the bottom of the seat. The driver will signal when to get up from the bus seat if you are at your stop.
12. No standing while the vehicle is in motion.
13. Riders are not allowed to carry nuisance items or hazardous materials.
14. NO open carry of firearms or weapons of any kind will be allowed.
15. Smoking, vaping, or electronic cigarettes are NOT allowed to be used on the bus.
16. No riding under the influence of alcohol, drugs, or controlled substances.
17. Anyone with incontinence must be dry upon boarding the vehicle.
18. Riders are not allowed to have bodily fluids, blood components, exposed mucus

- membranes, or exposed wounds present on the body, or on any personal item(s).
19. Riders will be expected to pay for damage they cause to the bus.
  20. Riders are allowed to have food and drink on the bus. Riders are responsible for cleaning up after themselves and leaving the bus in a clean and safe condition.
  21. Patrons involved in any physical altercation will immediately be suspended for a period of five business days at a minimum (2<sup>nd</sup> violation).

### **Driver Discretion to Refuse Service Based on Behavior**

The driver has the discretion to take measures if a rider engages in persistent, inappropriate or dangerous behavior. The driver's discretion may include refusing service, may require the rider to exit the bus or the driver may call the authorities if necessary. Riders who violate this code of conduct repeatedly will be subject to suspension of riding privileges. Riders who engage in physical abuse, cause physical injury to another rider or driver or verbal abuse may be subject to immediate and permanent suspension and possible criminal prosecution. Drivers will report violations of rules to dispatch.

If a conduct violation occurs, these actions will be taken:

1. 1<sup>st</sup> violation – A verbal warning will be issued by dispatch and notated on the rider's account.
2. 2<sup>nd</sup> violation - A written warning will be issued and given to the rider. The warning must be signed (by a parent or guardian, for minor riders) and returned to the dispatch before the rider is permitted to utilize the service again.
3. 3<sup>rd</sup> violation will result in suspension from the Haysville Hustle for five business days.
4. 4<sup>th</sup> violation will result in a letter stating suspension of one month.
5. All additional violations in any 12-month period will result in a letter stating that the rider is suspended from riding the Haysville Hustle for a year period.

## COMPLAINTS

The Haysville Hustle program is operated through the Haysville Senior Center. The physical address is 160 Karla Avenue, Haysville Kansas, 67060.

Haysville Hustle Dispatch 316-529-5903

Director of Senior Services & Transportation, Kristen McDaniel 316-529-5903

Riders have a right to dispute or file a complaint regarding service. Contact the Haysville Hustle Dispatch at 316.529.5903. The Dispatch receives all telephone and verbal complaints and documents them prior to notifying the Administrator. 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 Haysville Deputy Administrative Officer for an assessment of the situation.

Georgie Carter, Deputy Administrative Officer

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