



General Public Transportation Passenger Guidelines

March 2020

**Telephone: (785) 826-1583
 (855) 577-4337**

**www.salinacitygo.com
www.ksrides.org**

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Thank you for your interest in OCCK, Inc. Area Transportation.

We sincerely hope this information answers any questions a passenger might have. Should a passenger require any additional information, please contact the OCCK, Inc. Transportation Department at 785-826-1583 or Toll Free 855-577-4337. Additional information is also available on the website: www.salinacitygo.com.

OCCK's Transportation Mission is to provide safe, affordable, quality, efficient transportation for people of all ages and abilities and to support economic opportunity and livability in Salina and the surrounding communities.

Types of Public Transportation Service

CityGo Bus Service: Fixed Routes run on a timed schedule along five (5) designated routes throughout the City of Salina. Each route has designated bus stops and there will be a bus at each of these stops or “Wave and Ride” areas once every hour. During “Peak Hours” there will be a bus once every half hour.

CityGo Fixed Route Service Hours

Regular hours: 6:00 A.M. – 9:00 P.M., Monday-Friday

9:00 A.M. – 5:00 P.M., Saturday

Peak hours: 6:00 A.M. – 9:00 A.M., Monday-Friday

12:30 P.M. – 6:00 P.M., Monday-Friday

81 Connection Bus Service: Fixed Routes run on a timed schedule along a designated route on Interstate 35/Highway 81 between Belleville and Salina between the hours of 6:45 a.m. and 6:00 p.m., Monday through Friday. Additional information about the route and bus stops times can be found online at www.ksrides.org. The route has designated bus stops at the following locations:

- Belleville – Casey’s General Store, 1307 28th St.
- Concordia – City Parking Lot, Washington & 7th Streets
- Concordia – OCCK, Inc., 1502 Lincoln
- Concordia – Cloud County Community College, College Drive
- Concordia – Walmart, 140 College
- Highway 24 Junction – to the west of the Interstate, N. 139th Road

- Minneapolis – Casey’s General Store, 110 W. 1st
- Salina – 7th & Walnut
- Salina – Walmart, 2900 S. 9th

Paratransit Service: Origin to destination, demand responsive service for the general public throughout north central Kansas, including passengers with disabilities and seniors. Riders will be picked up at their address and dropped off at their destination. However with the CityGo fixed route bus service, persons living within the Salina City Limits and within 3/4 of a mile from a bus stop, would be required to access the CityGo bus system, unless they meet ADA qualifications for Paratransit. **Salina** residents who are eligible for Paratransit service must complete the **Paratransit Special Accommodations Application**. Contact the OCKK Transportation office for more information.

- **Salina Paratransit Service**
6:00 A.M. – 9:00 P.M., Monday thru Friday
9:00 A.M. – 5:00 P.M., Saturday
- **Regional Paratransit Service**
8:00 A.M. – 5:00 P.M., Monday thru Friday

Med-A-Van Non Emergency Medical Transportation: OCKK, Inc., in partnership with Salina Regional Health Center, provides transportation to patients receiving medical services within designated multiple county areas. Contact the OCKK Transportation office to find out if you qualify for Med-A-Van Transportation.

Medicaid Non Emergency Medical Transportation: Medicaid eligible individuals may qualify for Non Emergency Medical Transportation. The phone number to call for scheduling transportation services is on the back of the Medicaid card. Please request OCKK to be your Transportation Provider.

CityGo Fixed Route Bus Service

CityGo Fixed Route Service Area

The CityGo Fixed Route Service is available within the Salina city limits.

CityGo Fares

Per Ride (Cash):	\$1.00
Day Pass:	\$2.00
6 Trip Ticket Strip (6 tickets):	\$5.00
Monthly Pass	\$35.00

- A Personal Care Attendant (PCA) may travel at no cost with a passenger and must get on/off at the same stop as the passenger.
- Fares for the CityGo fixed route system may be paid in cash or by presenting a Monthly Pass, Daily Pass or Ticket. Fares will be deposited in fare boxes upon boarding the bus.
- Fares paid in cash must be exact change. The driver will not make change.
- Day passes are only sold by the drivers on the CityGo Fixed Route service. Day passes provide unlimited rides for that day.
- Passengers must have their money or Pass ready when boarding the bus. Passengers must show the Pass to the Driver each time.
- Monthly passes are acceptable only on the CityGo Fixed Route service. A Monthly Pass provides unlimited rides for the passenger for the month indicated on the pass.
- The 6 Trip Strip provides 6 tear off tickets for the CityGo Fixed Route service. This offers a discount of an extra trip and the convenience of not carrying cash to ride.
- The Monthly Pass or 6 Trip Strip must be purchased in advance. Drivers do not sell Monthly Passes or Ticket Strips.
- Monthly Passes are half price after the 15th of the month if purchased at the OCCCK offices.
- Purchase of Monthly Passes may be made in Salina at:
 - OCCCK, Inc. Transportation Office - 340 N. Santa Fe
 - OCCCK Corporate Office - 1710 W. Schilling Rd.
 - Bennington State Banks – 2130 S. Ohio & 200 S. 9th.
 - The Senior Center – 245 N. 9th
 - Salina Regional Health Center (Human Resources Department)
 - or by mailing a check or money order payable to OCCCK, Inc., Attn: Transportation, P.O. Box 1160, Salina, KS 67402-1160 – use the Order Form found on the website.

- Purchase of 6 Trip Ticket Strip may be made at:
 - OCCK, Inc. Transportation Office - 340 N. Santa Fe,
 - OCCK Corporate Office - 1710 W. Schilling Rd.
 - Salina Regional Health Center (Human Resources Department)
 - or by mailing a check or money order payable to OCCK, Inc., Attn: Transportation, P.O. Box 1160, Salina, KS 67402-1160 – use the Order Form found on the website

Can Children Ride CityGo?

Children 7 and older may ride by themselves when they pay the required fare or have a daily or monthly pass. Children 10 and younger may ride at no charge, only when they are accompanied by a fare paying rider 16 years old or older who is responsible for the supervision of the child/children while on board. The child/children must remain seated and under the control of the accompanied adult while on board. Car seats and booster seats are not required.

Where Does a Passenger Catch a CityGo Bus?

The bus will stop for any passenger at the designated bus stops or the designated “Wave and Ride” areas. Fixed route passengers are to be waiting at the stop ready to access the bus upon arrival.

What is “Wave and Ride”?

The “Wave and Ride” areas are S. Santa Fe Ave., from Crawford St. to Claflin Ave., and Cherokee St., from W. Crawford St. to Republic Ave. Wave and Ride Routes are indicated by dashed lines on the CityGo map. Passengers must be on the correct side of the street in which the bus is traveling and may wave to a passing bus from any corner within this area, indicating that they want to board. Drivers will stop at the nearest safe location, usually the far side of an intersection. .

Can a Passenger Transfer to Other Routes?

Yes, when a passenger leaves the bus, the driver can provide a “Day Pass” for an additional \$1.00. This pass will be marked with the current date and can be used for transfers and return trips during that day only. There is NO limit as to how many times you use any bus during that day, with a Day Pass. If the passenger knows they will need to transfer to a different bus route and/or have a return trip, they can request purchasing a “Day Pass” when they board the bus for \$2.00. They will need to show this pass to all drivers when boarding other buses.

Passengers must have a destination. Continually changing buses and riding with no destination is prohibited.

Can a Passenger Bring Packages on the Bus?

Package Policy - Due to space limitations, and time constraints we must limit the number of packages.

- A rider may carry on only as many bags as they (the rider) can carry on and off the bus in one trip by themselves. A rider cannot enter and exit the bus multiple times to load packages. Drivers will not assist in carrying bags on or off the bus.
- No wagons are permitted on the bus.
- No bags or packages are to be left unattended at any time on the bus by the rider.
- Do not block the aisle or restrict passenger movement with large articles, packages, baggage or strollers.
- Large articles, packages, baggage and strollers must be stored in the back of the bus in the luggage storage area.
- OCCK, INC is not responsible for lost or stolen articles.
- Hazardous materials, weapons of any kind, or firearms, concealed or not, even if a person has a permit to carry a concealed weapon, are not allowed.

Can a Passenger Bring a Stroller on the Bus?

Customers may board buses with a child in a stroller. Upon request, the lift or ramp will be deployed by the driver. An adult is required to ride the lift up to control the stroller. Once on board the bus, the customer must remove the child from the stroller and hold him/her in their lap, secure him/her into a child seat or in a seat alongside the customer of the duration of the ride. For families with multiple children and a stroller, the accompanied adult and all children must board the bus together. The driver will then load the unfolded, loadable stroller using the lift and secure it in the back of the bus.

Can a Passenger Bring a Bicycle on the Bus?

Bicycles are not permitted onboard buses. Each CityGo bus is equipped with a bike rack that holds two bicycles on the front of the bus for the safe stowing of bicycles. If the bike rack is full, the bicyclist will need to wait for the next bus.

All loading, unloading and securing of bicycles in the bike rack will be done by the bicyclist. When de-barking the bus, the bicyclist must remind the driver that they need to unload their bicycle. In case of emergency evacuation of the bus, the bicyclist must leave their bicycle behind to ensure a swift and safe exit for all passengers. OCCK, Inc. is not responsible for stolen or damaged bicycles.

No fuel-powered vehicles (such as scooters or gas-powered bicycles) are permitted on the buses.

Does CityGo use Security Cameras?

Security cameras have been placed in strategic locations on each CityGo vehicle to detect and deter crime, to help safeguard against potential threats to the public, to help manage emergency response situations during natural and man-made disasters and to assist OCCK Transportation officials in providing services to the community. Video surveillance in public areas will be conducted in a legal and ethical manner while recognizing and protecting constitutional standards of privacy.

81 Connection Fixed Route Bus Service

81 Connection Fixed Route Service Area

The 81 Connection Fixed Route Service is available along Interstate 35/Highway 81 from Belleville to Salina.

81 Connection Fares

One Way Fares	Belleville Casey's	Concordia Wash & 7 th	Concordia OCCK	Concordia CCCC	Concordia Walmart	Hwy 24 Junction	Minneapolis Caseys	Salina 7 th & Walnut
Concordia Wash & 7 th	\$1.00							
Concordia OCCK	\$1.00	\$1.00						
Concordia CCCC	\$1.00	\$1.00	\$1.00					
Concordia Walmart	\$1.00	\$1.00	\$1.00	\$1.00				
Hwy 24 Junction	\$2.00	\$1.00	\$1.00	\$1.00	\$1.00			
Minneapolis	\$3.00	\$2.00	\$2.00	\$2.00	\$2.00	\$1.00		

Casey's								
Salina 7 th & Walnut	\$4.00	\$3.00	\$3.00	\$3.00	\$3.00	\$2.00	\$1.00	
Salina Walmart	\$4.00	\$3.00	\$3.00	\$3.00	\$3.00	\$2.00	\$1.00	\$1.00

Per Ride (Cash): Varies per Fare Chart
Six Trip Ticket Strip (6 tickets): \$5.00
Punch Card (24 punches) \$20.00
Punch Card (48 punches) \$40.00

- A Personal Care Attendant (PCA) may travel at no cost with a passenger and must get on/off at the same stop as the passenger.
- Fares for the 81 Connection fixed route system may be paid in cash or by presenting a Monthly Pass, Punch Card or Ticket. Fares will be deposited in fare boxes upon boarding the bus.
- Fares paid in cash must be exact change. The driver will not make change.
- Passengers must have their money or Pass ready when boarding the bus. Passengers must show the Pass to the Driver each time.
- The Punch Cards provide 24 or 48 punches worth \$1.00 each for the 81 Connection Fixed Route service. This offers the same discount as the Six Trip Ticket Strips and the convenience of not carrying cash to ride. The driver will punch off the appropriate fair for each trip made on the bus.
- The Six Trip Ticket Strip provides 6 tear off tickets worth \$1.00 each for the 81 Connection Fixed Route service. This offers a discount of an extra trip and the convenience of not carrying cash to ride.
- The Punch Cards and Six Trip Ticket Strips must be purchased in advance. Drivers do not sell these options.
- Purchase of Punch Cards and Six Trip Ticket Strips may be made at:
 - Salina - OCCK, Inc. Transportation Office - 340 N. Santa Fe
 - Salina - OCCK Corporate Office - 1710 W. Schilling Rd.
 - Minneapolis – Ottawa County Transportation -817A Argyle
 - Concordia – OCCK – 1502 Lincoln
 - Concordia – Concordia Senior Center, 109 W. 7th Street
 - or by mailing a check or money order payable to OCCK, Inc.,

P.O. Box 1160, Salina, KS 67402-1160 – use the Order Form found on the website at www.ksrides.org

Can Children Ride 81 Connection?

Children 10 and younger ride at no charge, but must be accompanied by a fare paying rider 16 years old or older who is responsible for the supervision of the child/children while on board. The child/children must remain seated and under the control of the accompanied adult while on board. Children ages 12 and up may need to present a school ID to ride alone. Car seats and booster seats are not required.

Where Does a Passenger Catch an 81 Connection Bus?

The bus will stop for any passenger at the designated bus stops. Fixed route passengers are to be waiting at the stop ready to access the bus upon arrival.

Can a Passenger Transfer to Other Routes?

Because of the nature of this regional intercity route, some passengers may need to use other transportation providers, such as Ottawa County Transportation, Solomon Valley Transportation or others, to complete their trips. Arrangements will need to be made with those transportation providers in advance.

For passengers going to Salina, a CityGo “Day Pass” will be provided at no additional charge. This pass will be marked with the current date and can be used for CityGo trips during that day only. There is NO limit as to how many times you use any CityGo bus during that day, with a Day Pass. Passengers will need to show this pass to all drivers when boarding CityGo buses. For passengers with special needs that are traveling to Salina and are unable to ride CityGo, passengers can work with OCCK Transportation to obtain additional Paratransit transportation services within Salina. *Passengers must have a destination. Continually changing buses and riding with no destination is prohibited.*

Can a Passenger Bring Packages on the Bus?

Package Policy - Due to space limitations, and time constraints we may limit the number of packages.

- No bags or packages are to be left unattended at any time on the bus by the rider.

- Do not block the aisle or restrict passenger movement with large articles, packages, baggage or strollers.
- Large articles, packages, baggage and strollers must be stored in the back of the bus in the luggage storage area.
- OCCK, INC is not responsible for lost or stolen articles.
- Hazardous materials, weapons of any kind, or firearms, concealed or not, even if a person has a permit to carry a concealed weapon, are not allowed.

Can a Passenger Bring a Stroller on the Bus?

Customers may board buses with a child in a stroller. Upon request, the lift or ramp will be deployed by the driver. An adult is required to ride the lift up to control the stroller. Once on board the bus, the customer must remove the child from the stroller and hold him/her in their lap, secure him/her into a child seat or in a seat alongside the customer of the duration of the ride. For families with multiple children and a stroller, the accompanied adult and all children must board the bus together. The driver will then load the unfolded, loadable stroller using the lift and secure it in the back of the bus.

Can a Passenger Bring a Bicycle on the Bus?

At this time, bicycles will not be permitted on board the buses. No fuel-powered vehicles (such as scooters or gas-powered bicycles) are permitted on the buses. OCCK, Inc. is not responsible for stolen or damaged bicycles left at bus stops.

Does 81 Connection use Security Cameras?

Security cameras have been placed in strategic locations on each 81 Connection vehicle to detect and deter crime, to help safeguard against potential threats to the public, to help manage emergency response situations during natural and man-made disasters and to assist OCCK Transportation officials in providing services to the community. Video surveillance in public areas will be conducted in a legal and ethical manner while recognizing and protecting constitutional standards of privacy.

Paratransit Service

Paratransit Service Area

The OCCK, Inc. Paratransit services are available within a fourteen county service area.

How Does a Passenger Call for a Ride?

Reservations or cancellations for the OCCK, Inc. Paratransit Service or Medical Transportation can be made by calling the OCCK, Inc. Transportation Office. Passengers are advised to reserve their ride by 4:00 pm on the business day before the needed ride. Same day reservations are possible on a space available basis; **HOWEVER** return trips may result in a longer wait. Rides can be scheduled up to two weeks in advance.

Numbers to call and office hours are:

The OCCK, Inc. Transportation Office may be reached at 785-826-1583 or 855-577-4337, between the hours of 8:00 am and 5:00 pm Monday through Friday.

When making a reservation, please be ready to provide:

- Name of passenger
- If applicable to the type of trip, Medicaid information
- Pick-up address (exact location of pick-up; including apartment building, entrance, etc.)
- Telephone number
- Date the ride is needed
- The time to be picked up. Please allow enough time to arrive at your destination when scheduling your ride. The OCCK, Inc. Paratransit Service is a shared ride system, therefore some trips may take longer.
- Destination (including exact address of destination). Certain public locations have specific drop-off and pick-up areas that will have to be observed.
- If a wheelchair or other mobility device will be used.
- If a personal care attendant will be riding, if passenger is certified as needing a PCA, the PCA rides free.
- If a companion or children will be riding.

Paratransit Fares

Paratransit: \$2.00 (for 20 miles) or 10 cents a mile (for 21 miles and over, rounded to the nearest dollar)

- Fares for the Paratransit transportation service may be paid in cash, check, or by purchasing OCCK Ride Coupons for \$2.00 good for a single ride. Advance purchase of these Ride Coupons may be made at the OCCK, Inc. Transportation Office, or by mailing a check or money order payable to OCCK, Inc., P.O. Box 1160, Salina, KS 67402-1160.
- Rides to Salina Regional Health Center, Salina Medical Arts Building, Santa Fe Medical Plaza, Salina Surgical Center, Tammy Walker Cancer Center, ComCare locations, Central Kansas Foundation, Hospice of Salina, Concordia Hospital and Lindsborg Hospital are considered Med-A-Van rides. There is no charge for Med-A-Van rides. Med-A-Van Service is available within the fourteen (14) county Sunflower Network.

How Does a Passenger Qualify for Paratransit Transportation?

To ride the OCCK, Inc. Paratransit Service within the Salina City Limits, you must be determined as eligible by the OCCK, Inc. Transportation Office. The Special Accommodation Applications are available at the OCCK, Inc. Transportation Office. Applications must be completed by the individual or certifying agent of the individual seeking the service. Applications will be reviewed within 21 days. Once approved, the OCCK, Inc. Paratransit Service will notify the individual.

If determined to be disabled but not mobility impaired to the extent that Paratransit service is required, notification will be sent to the applicant that they do not qualify for the Paratransit Service.

How Does a Passenger Appeal a Qualification Decision?

Applicants whose requests for qualification are denied have the right to appeal. For more information, see Grievance/Appeal Process on page 17 of this booklet.

How Does a Passenger Cancel a Reservation?

To cancel a reservation for Paratransit route service, please call 785-826-1583 or 855-577-4337. In order to provide the greatest service to all passengers, cancellation notice should be made more than one hour prior to your scheduled pick-up. Rides not cancelled or cancelled after the bus

has been dispatched will be considered as a no-show.

How Does a Passenger Ride the OCCK Paratransit Service?

There is a scheduled arrival time and a passenger must be ready when the vehicle arrives. There may be additional stops before reaching the destination. The OCCK, Inc. Paratransit Service is a shared ride system. Please remember:

- The OCCK, Inc. Paratransit Service is an Origin to Destination service.
- Due to scheduling demands, drivers must limit personal assistance to passengers. Drivers are permitted to assist passenger with activities directly related to boarding and de-boarding the bus. If a passenger needs more assistance they can bring a PCA at no charge.
- Drivers are prohibited from entering a passenger's residence.
- Drivers are prohibited from pulling into driveways, unless approved.
- Drivers will not assist passengers in wheelchairs up or down stairs. Drivers will only assist passengers where there is an approved ramp. If a passenger needs more assistance they can bring a PCA at no charge.
- Prior to departure, the driver will ask passengers in a three-wheeled mobility device if they would like to transfer to a seat in the vehicle. (Note: the choice to transfer to a seat is up to the passenger.)
- Drivers are not permitted to assist individuals in transferring from a wheelchair to regular vehicle seating. Such riders can provide their own PCA to assist in their transfer for no charge.
- Service may be suspended for customers with mobility devices that exceed the lift capacity or is inconsistent with legitimate safety requirements such as a mobility device that would be of such size that is would block an aisle or would interfere with the safe evacuation of passengers in an emergency.
- All occupants of OCCK vehicles, except for CityGo vehicles, must wear seat belts. CityGo passengers are not required to wear seat belts, but are advised to when available.
- All medical equipment, such as wheelchairs, walkers, respirators, portable oxygen tanks must be properly secured by the driver during transit in all OCCK vehicles.

- All wheelchairs and scooters and occupants must face forward.
- We are unable to provide assistance beyond the vehicle at the pick-up location or destination. If a passenger needs more assistance, they can bring a PCA at no charge.
- OCCK's Paratransit service makes every effort to pick up at the scheduled pick up time. But sometimes due to unforeseen circumstances the vehicle may arrive 15 minutes before or after scheduled pick-up time. For example, if pick-up time is scheduled for 8:00 AM, the vehicle may arrive anytime between 7:45 and 8:15 AM. The vehicle will wait 5 minutes after arrival at the designated pick-up site. Passengers should be ready at least 15 minutes before vehicle is scheduled to arrive. Passenger (and companion) should meet the vehicle when it arrives.
- If the vehicle has not arrived 15 minutes after scheduled time, please call the OCCK, Inc. Transportation Office at 785-826-1583 or 855-577-4337.
- The driver is required to collect a fare or Ride Coupon prior to departure.
- Hazardous materials, weapons of any kind, or firearms, concealed or not, even if a person has a permit to carry a concealed weapon, are not allowed.

Can a Passenger Bring a Guest?

Guests may ride with passengers for the regular passenger fare. Additionally, a passenger riding as a Personal Care Attendant may ride for free.

Note: Guests and personal care attendants **MUST** have the same origin and destination as the customer they are accompanying. OCCK, Inc. Paratransit Service requires a passenger to reserve a space for their guest(s) or personal care attendant when scheduling their reservation. If more than one person accompanying the passenger is designated as PCA, only one will be allowed to ride at no fare. To maximize the space available, accommodations for more than one guest are granted on a *space available* basis. The request should be made when scheduling the passenger's reservation.

Children accompanying the passenger are considered guests. As with

the CityGo regular fixed route system, children age 11 and over must pay the appropriate fare.

However:

- Children 10 and younger ride at no charge, but must be accompanied by a fare paying rider 16 years old or older who is responsible for the supervision of the child/children while on board. The child/children must remain seated and under the control of the accompanied adult while on board.
- You must reserve space for children when scheduling your trip.
- **(Paratransit only) State law which took effect July 1, 2006 --- where applicable, children must be seated on an approved booster seat. All children up to age 8 who either weigh less than 80 pounds or are shorter than 4' 9" in height must be in an appropriate child passenger restraining system, such as a booster seat that meets federal guidelines.**
- Service animals are allowed to accompany you. Please inform the OCK, Inc. Dispatcher when scheduling the trip that a service animal will be accompanying the passenger.
 - Your animal must be on a leash and remain under your control.
 - The animal must remain at your feet. The animal may not sit on a seat.
 - The animal must not be aggressive toward people or other animals.
 - You are responsible for any damage or soiling caused by the animal.
- Small family pets are allowed but must be in a pet carrier/taxi. Please inform the OCK, Inc. Dispatcher when scheduling the trip that an animal will be accompanying the passenger.

What if a Passenger Request for Guests Cannot be Accommodated?

If there are no openings on the Paratransit routes for the time requested, the passenger might be offered an alternate time up to one hour before or after the original time they requested. If there are no openings for the date and time requested, please call the OCK Transportation at a later time to ask if there have been any cancellations.

Can a Passenger Schedule Regular, Routine Trips, i.e., for a Job?

If a passenger has a need for regular, routine transportation they may schedule these “subscription” trips for Paratransit service with one phone call. To schedule a subscription trip a passenger would call the Dispatch office at 785-826-1583.

What Does a Passenger Do if OCCK, Inc. Paratransit is Late?

If the OCCK, Inc. Paratransit Route Service is more than 15 minutes late for a scheduled pick-up, please call 785-826-1583 and a dispatcher will check the arrival time.

Cancellation/No Show Policy

Because cancellations may cause lost trips and/or rides for other patrons, it is necessary to implement a Cancellation/No Show Policy for Paratransit services.

- If a passenger does not call to cancel their scheduled ride the dispatcher will notify the passenger in writing that they were a “no show”
- If a passenger does not call to cancel their scheduled ride or calls after the bus has been dispatched they will be reminded of the “no show” policy.
- The third “no show” in a 30 day period for a passenger with a subscription ride, the subscription will be cancelled and the passenger will have to call in for rides.

A cancellation or no-show that is disability related may not be counted. Cancellations should be made at least one hour before the scheduled pick-up time. This policy applies to all scheduled trips.

Getting There on Time

It is OCCK, Inc. Transportation’s goal to provide the greatest number of customers with prompt, efficient, friendly service for both the Paratransit and the Fixed Route Services.

The following are ways passengers may help us serve them:

- Make reservations as early as possible for Paratransit service, up to 14 days in advance.

- Have tickets/money ready when boarding the bus
- Allow up to one hour to reach your destination
- Be prepared for delays or diversions due to traffic, road construction or bad weather
- Understand that the driver will not make unscheduled stops
- PLEASE call in your cancellations as soon as you can for the Paratransit service, otherwise the driver will be waiting for you for a full 5 minutes when they could be picking up someone else

Note: A customer may not refuse to ride with other customers nor request a specific driver. Buses will be dispatched according to efficiency and availability, not personal preference.

Code of Conduct

It is OCCK, Inc. Transportation's policy to provide the safest and most efficient service to our customers. Customers who abuse the following **Code of Conduct** guidelines can adversely affect the OCCK, Inc. transit program as a whole. For the safety and comfort of all customers, OCCK, Inc. has established these policies that address instances where a customer's conduct may adversely affect others involved with the OCCK, Inc. transit service.

THE FOLLOWING IDENTIFIES OCCK, INC.'S POLICY ON CUSTOMER MISCONDUCT:

Smoking/Tobacco Policy – There is **NO Smoking, Chewing, Vaping, or Electronic Cigarettes** on or around the vehicles. You should be ten (10) feet away from the CityGo or OCCK, Inc. vehicle when smoking or using tobacco products.

Electronic Equipment – Passengers are encouraged not to operate any audio or visual equipment, which infringes upon other passenger's comfort or safety or impairs the driver's ability to transport passengers safely. Examples include cell phones, audio/visual devices without headsets, portable video games that have sound effects, etc. Cell phone conversations should be respectful to other passengers.

Note: It is the passenger's responsibility to listen for bus stops and

transfers and to notify the driver when they want to disembark.

No Hazardous Conduct – Any act, which creates the potential for injury or death to any customer, driver or the general public.

No Direct Threats – A significant risk to the health or safety of others that cannot be eliminated by a modification of policies, practices or procedures, or by the provision of auxiliary aids or services.

No Abusive Conduct – Any offensive act, these would include, but are not limited to:

- Invasion of other's privacy rights (example: touching in a rude, insolent or angry manner)
- Sexual harassment
- Verbally abusive language
- Screaming

Difficult or Dangerous Persons – Service can be denied or suspended to a passenger who has become an eminent direct threat to the driver, the vehicle or fellow riders.

Additionally the following are prohibited:

- Opened alcoholic beverages or illegal drugs
- Passengers not wearing shoes and/or shirts
- Skateboards or inline skates
- Hazardous materials, weapons of any kind, or firearms, concealed or not, even if a person has a permit to carry a concealed weapon, are not allowed

If a passenger is a Direct Threat to the Driver or other passengers, the driver will give the passenger a verbal warning. After the first warning and the behavior continues, the Driver can ask the passenger to get off of the bus. The passenger will not be allowed to ride for the rest of the day.

Disciplinary Policy

Upon notice of passenger misconduct, OCCK, Inc. Management will investigate the incident within 10 working days and will, if deemed

necessary, implement the following:

- 1st offense may result in suspension of service up to 7 working days.
- 2nd offense of any kind within one year shall result in suspension for up to 30 working days
- 3rd offense of any kind within one year shall result in suspension for up to 90 working days and 180 working days for each successive violation.
- Once it is determined that an individual should be excluded from transportation service, a member of management will attempt to notify the passenger and/or the passenger's representative in writing. The passenger will have 10 days to appeal the decision.
- At the end of the suspension, the Customer must re-apply for eligibility for the Paratransit Service (if that was the type of service previously utilized). A CityGo customer must notify a Supervisor to verify that their suspension is up.

Criminal Activity

Any criminal activity reported to or observed by our drivers will be reported to law enforcement immediately.

Appeal/Grievance Policy

The OCCK, Inc./CityGo Transportation Service allows individuals who have been denied qualification, have grievances or would like to appeal a disciplinary action to request an appeal hearing, by writing to:

Transportation Director
OCCK, Inc.
P.O. Box 1160
Salina, KS 67402-1160

OCCK, Inc. has a two-step appeals process, which includes the Transportation Director and the VP-CFO. Copies of the appeals process may be obtained by calling the Transportation Office at 785-826-1583.

Reasonable Accommodations Requests

OCCK Transportation is committed to providing equal access and opportunity to qualified individuals with disabilities in all programs, services and activities. OCCK Transportation recognizes that in order to have equally effective opportunities and benefits, individuals with disabilities may need reasonable modifications to policies and procedures. OCCK Transportation will adhere to all applicable federal and state laws, regulations and guidelines with respect to providing reasonable modifications, as necessary, to afford equal access to programs for persons with disabilities. OCCK Transportation does not discriminate on the basis of disability in admission to, participation in, or receipt of services and benefits under any transit program or activity. OCCK Transportation will take appropriate steps to ensure that persons with disabilities have an equal opportunity to participate.

There are several ways to obtain and submit a Reasonable Modification/Accommodation request form:

- Download the policy and form from our website at: www.salinacitygo.com;
- Call (785) 826-1583 or (855) 577-4337;
- Send an email to citygo@occk.com;
- Mail a request to: OCCK Transportation, 340 N. Santa Fe, Salina, KS 67401.

Holidays

OCCK, Inc.'s transit department, including Paratransit, CityGo Fixed Route and 81 Connection fixed route, will be closed or close early, as indicated below, for the following holidays, unless otherwise announced. If the holiday lands on a Saturday or Sunday, an alternate day may be designated. The dates will be published annually.

New Year's Day	closed
Martin Luther King, Jr. Day	closed for staff training
President's Day	CG: 6-6, no peaks; Para: Essential trips only; 81 Connection – regular times
Memorial Day	closed
4 th of July	closed
Either July 3 rd or July 5 th	CG: 6-6, no peaks; Para: Essential trips

Labor Day	only; 81 Connection – regular times closed
Thanksgiving Day	closed
Day after Thanksgiving	CG: 6-6, no peaks; Para: Essential trips only; 81 Connection – regular times
Christmas Eve Day	CG: 6-4, no peaks; Para: Essential trips only; 81 Connection – regular times
Christmas Day	closed
New Year’s Eve	CG: 6-4, no peaks; Para: Essential trips only; 81 Connection – regular times

Inclement Weather Policy

If the management of OCCK agrees the weather is so severe it is unsafe to operate, the operations will cease. FM Radio stations 92.7, 93.7, 95.5, 99.9, 101.7, 102.5, 104.9, AM radio stations 910 and 1150, www.ksallink.com, and TV station KWCH channel 12, will have weather related announcements regarding OCCK’s ride services during times of bad weather & will announce closings & delays. You can also check OCCK Transportation’s social media.

81 Connection closings will also be on FM radio stations 94.9, AM radio stations 1390 and www.ncktoday.com.

Tornado Policy

If tornado sirens are sounded all vehicles will cease operating and will seek shelter until the “all clear” message is sent. The driver will allow passengers to get off the vehicle at the point when the sirens sounded, but will not let passengers on or off after that until shelter are reached.

Glossary

ABUSIVE CONDUCT – conduct that invades the privacy rights of others, or touching another person in a rude, insolent or angry manner. Examples also include profanity, screaming, hitting, sexual harassment, etc.

ADA – Americans with Disabilities Act signed into law in 1990, making it illegal to discriminate against persons with disabilities regarding employment, public services, public accommodations and telecommunication. The intent of this law is to provide equal opportunity to persons with disabilities, allowing them to fully participate in society and live independently and with economic self-sufficiency.

COMPANION – A fare paying person accompanying the Paratransit Service rider.

ORIGIN TO DESTINATION – The Paratransit Service will pick up the passenger at the curb and drop off the passenger at the curb of the address to the door of their destination.

DISABILITY (as defined by ADA) – A person with a disability is defined as:

- A person with a physical or mental impairment that substantially limits one or more major life activities or
- A person with a record of such a physical or mental impairment; or
- A person who is regarded as having such impairment.

It should be noted that the ADA definition of disability is not the same as other definitions of disability used in other federal laws and programs such as Social Security, workers compensation, veterans programs, etc.

FIXED ROUTE – A route in which the bus operates along prescribed routes according to fixed schedules.

NO SHOW – Failure to give any notice within one hour prior to the scheduled pick up time.

ADA PARATRANSIT SERVICE – Comparable transportation for individuals who, because of a physical or mental impairment, cannot use a regular fixed route system.

PCA (Personal Care Attendant) – an individual who accompanies a passenger requiring physical assistance to, from, and while on the bus. This PCA is to provide that assistance and therefore rides at no charge.

SERVICE ANIMAL – any guide dog, signal dog, service dog or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability.

HOW DOES A PASSENGER MAKE SUGGESTIONS?

Please keep us informed!! If you have suggestions or concerns about our transportation services, call our Supervisors at 785-826-1583 or 855-577-4337. If it appears that concerns are not resolved to a passenger's satisfaction within five working days, please call again and request the Transportation Director.

For More Information Contact...

Trell Grinter
Transportation Director
785-826-1583

OCCK Transportation Center
340 N. Santa Fe
Salina, Kansas 67401
(785) 826-1583 Voice
(785) 822-0989 Fax
1-855-577-4337

Patrick Wallerius
VP-CFO
785-827-9383

Michelle Griffin
Mobility Manager
785-826-1583

Corporate Office
1710 W. Schilling Road
Salina, Kansas 67401
(785)827-9383