



# Passenger Handbook

## General Public Transportation

(785) 826-1583

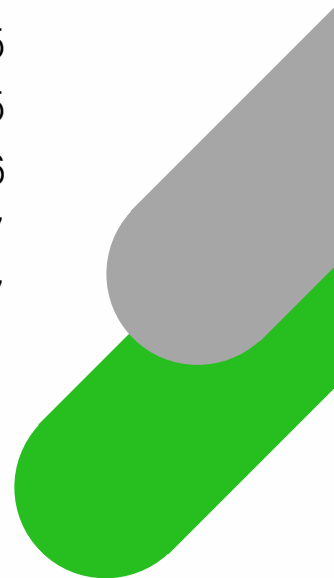
(855) 577-4337 Toll Free

[www.salinacitygo.com](http://www.salinacitygo.com)

[www.ksrides.org](http://www.ksrides.org)

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# About OCCK Transportation

We have been providing transportation to Kansans for more than 50 years. We are dedicated to providing safe, affordable, quality efficient transportation for people of all ages and abilities and to support economic opportunity and livability in North Central Kansas.

Our vision is driven by commitment and respect; we venture out to ensure the independence of our passengers for all communities we serve. Therefore, all vehicles operated by OCCK Transportation are mobility device accessible with either a lift or a ramp.

## Our Services



# Service Hours and Times

## CityGo Fixed Route and Complimentary Paratransit Services

### Monday-Friday

6:00am -9:00pm

Peak Buses operate on the half hour

6:00am-9:00am and 12:30-5:30pm

### Saturday

9:00am-5:00pm

Regular Only

## 81 Connection

Monday-Friday

6:45am-6:00pm

## GoAbilene

Monday-Friday

8:00am-5:00pm

## Office Hours

Monday-Friday

8:00am-4:00pm

## KanConnect

Monday-Friday

5:10am-6:30am

2 pm-3:30 pm

## Regional Demand Response

Monday-Friday

8:00am-5:00pm

## GoConcordia

Monday-Friday

8:00am-4:00pm

# Fares

## CityGo

### What kind of pass can I get?

- \$1 Single Trip Passes
- \$2 Day Pass
- \$5 - 6 Ticket Strip, \$1 per Each Ticket (includes one free ticket)
- \$10 Get On & Go Seasonal Pass - passenger must be 7-18 years
- \$35 Month (30 Day) Pass
- Three Month Pass - \$90
- Six Month Pass - \$180
- Year Pass - \$360
- Free Access with Schwan's Employee badge

### Where to buy passes

- [www.salinacitygo.com](http://www.salinacitygo.com) - click "Buy a Pass"
- Token Transit App (available for Apple and Android)
- OCCK, Inc Transportation Office - 340 N. Santa Fe Ave, Salina KS 67401
- OCCK, Inc Corporate Office - 1710 W. Schilling Rd., Salina KS 67401
- Bennington State Bank - 2130 S. Ohio St. & 200 S. 9th St., Salina KS 67401
- Senior Center - 245 N 9th, Salina KS 67401
- Single trip and day passes can be purchased in the vehicle by placing exact change in the fare box upon boarding. Driver does not have access to the fare box and will not make change. Fare is non refundable.
- Checks are not accepted through the fare box. If a check is your preferred method of payment, buy your pass in person at one of the locations above.
- Month through year long passes can be replaced one time. Passenger must contact the OCCK, Inc. Transportation Office for replacement.



# Fares

## 81 Connection KanConnect

### What kind of pass can I get?

- Single Trip fares can be paid to driver, Daily CityGo Pass included in fare
- \$5 – 6 Ticket Strip, \$1 per Each Ticket (includes one free ticket)
- \$20 – 24 Punch Card, \$1.00 fare per Punch
- \$40 – 48 Punch Card, \$1.00 fare per Punch
- Free
  - Sunbelt Electric Employees with Valid ID

### Where to buy passes

- [www.salinacitygo.com](http://www.salinacitygo.com) – click "Buy a Pass"
- Token Transit App (available for Apple and Android)
- OCCK, Inc Transportation Office – 340 N. Santa Fe Ave., Salina KS 67401
- OCCK, Inc Concordia Office – 1502 Lincoln St., Concordia KS 66901
- Ottawa County Transportation Office – 817A Argyle Ave., Minneapolis KS 67467
  
- Single trip can be purchased in the vehicle by placing exact change in the fare box upon boarding. Driver does not have access to the fare box and will not make change. Fare is non refundable.
- Checks are not accepted through fare box. If a check is your preferred method of payment, buy your pass in person at one of the locations above.
- Fares are \$1.00 per city connection. For example a pass, from Salina to Concordia is \$3.00



# Fares

## OnDemand/ParaTransit Services Salina, Abilene, Concordia, Regional

### What kind of pass can I get?

- \$1 Coupon
- \$2 Coupon
- Non Emergency Medical Transportation through Medicaid
- Free
  - Salina Regional Health Center and Affiliates
  - Salina Family Health Center
  - Abilene Health Services, including but not limited to pharmacy, chiropractic, dental

### Where to buy passes

- [www.salinacitygo.com](http://www.salinacitygo.com) - click "Buy a Pass"
- Token Transit App (available for Apple and Android)
- OCCK, Inc Transportation Office - 340 N. Santa Fe Ave., Salina KS 67401
- OCCK, Inc Corporate Office - 1710 W. Schilling Rd. Salina KS 67401
- OCCK, Inc Concordia Office - 1502 Lincoln Ave., Concordia KS 66901
  
- Single trip and coupons can be purchased in the vehicle by paying the driver with exact change or check upon boarding. Driver cannot make monetary change, any change needed will be in the form of additional coupons for future rides. Fare is non refundable.
- If you are visiting or from out of town and would like to schedule a ride please call our office. If you have applied for and receive Paratransit services in another city we will coordinate with that service and provide your rides in Salina.
- If you are a recipient of Medicaid, please call the number on the back of your medical card to schedule a ride. Let them know OCCK, Inc. is your preferred ride provider.



# How do I get a ride on the Fixed Routes?

## CityGo, 81 Connection, KanConnect

Be at your stop at least 3-5 minutes early. If you miss the bus, wait for the next bus or find a connecting stop. Due to safety reasons we are unable to pick up riders who are not at the designated stop locations, except in the "wave and ride" sections of the Yellow and Purple routes.

Select routes have sections deemed "wave and ride". You can board at any location in these sections by flagging down the driver. Ways passengers have flagged down the driver are waving their hand, shining their flashlight, etc.

For assistance in routing, you can ask your driver for help, call the office at (785) 826-1583 or use Google/Apple Maps for quick routing instructions.

Need further assistance? A travel training class is available through the CityGo office call (785)-826-1583 for further information.

Passengers are allowed to bring on board what they can carry onto the vehicle in one trip. Plan accordingly to be able to load and unload your items on the vehicle by yourself or with the help of a Personal Care Attendant.

Security cameras have been placed in strategic locations on CityGo and 81 Connection vehicles to detect and deter crime, help safeguard against potential threats to the public, help manage emergency response situations during manmade and natural disasters and assist OCK 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.

Bicycles are allowed. Fixed route vehicles have bicycle racks on the front of the vehicle. Passengers must load bikes independently, the driver cannot assist.



For more instructions on bike loading and unloading visit our website at:  
[salinacitygo.com/bike-go](http://salinacitygo.com/bike-go)

# How do I get a ride for ParaTransit, OnDemand Regional?

## **Salina, Abilene, Concordia, North Central KS Regional**

Schedule your rides by calling (785)826-1583

Monday - Friday 8:00am-4:00pm

Rides are scheduled on a first come first serve basis. To assure a ride, it is recommended to book your trip as far in advance as possible. You can schedule your ride up to 2 weeks ahead. All requests for rides must be scheduled at least a day in advance. If you are requesting a regional ride out of town, allow 48 hours notice. We can schedule rides for up to 10 business days. If you are from out of town or visiting you can ride with us! Please contact a dispatcher for your ride.

### **Have multiple stops?**

When scheduling your trip, notify dispatch if you are considering extra stops including but not limited to the bank, drive thru restaurants, pharmacy, etc. Acceptance of multiple stops will be on a case-by-case basis with focus on driver availability. Passengers with multiple trips may have to wait at various locations due to scheduling availability. Each additional stop will result in additional fares.

### **Carry on items.**

Passengers are allowed to bring on board what they can carry onto the vehicle in one trip. Plan accordingly to be able to load and unload your items on the vehicle by yourself or with the help of a Personal Care Attendant (PCA).

### **Changes to scheduled trips.**

Any changes to a scheduled trip should be called into the office, the driver cannot make these changes for you. Changes will be based on a case-by case basis with focus on driver availability.

# Pick-Up Times and Wait Policy

## OnDemand/Paratransit

When scheduling a ride, the dispatcher will give the rider a pick-up window. This time is usually about 15 to 30 minutes prior to the riders scheduled appointment time. The driver may arrive anytime during this window. Riders should be ready for pick-up 10 minutes prior to the scheduled arrival window of the vehicle. Upon arrival the driver will wait 5 minutes.

After 5 minutes, if the rider has not boarded the vehicle we will assume that the rider is not taking the ride and will be considered a no show. If the rider has any additional rides scheduled for that day, they should contact the dispatcher if still intending to take the other rides.

We are proud of our record of getting riders to their destinations on time. Our standard for scheduled demand response ride pick-ups is to arrive no more than 15 minutes before and no later than 15 minutes after the requested time. If a driver is running behind and cannot meet this standard, the driver or dispatcher will contact the rider. For "will-call" rides, our standard is to pick-up the rider no more than 30 minutes after they have called into the office. Please note, during peak usage riders may wait for up to an hour.



Not sure how to ride?

Sign up for a Guide & Go Travel Training!

# Will Calls

## **Will Calls Must Be Received By the Office No Later Than 5:00pm**

A "will-call" is defined as not having a specific return time, and passengers calling dispatch 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. Please note "will-call" riders may have an extended wait for their return. Our standard is to pick up the rider no more than 30 minutes after they have called into the office but please be aware that during peak usage, a rider may wait up to an hour before being picked up.

# Delays and Closings

Be aware that road work in and around the area or inclement weather may cause route detours or closures on all service routes. OCCK will take every measure to ensure that vehicles arrive on schedule; however we realized 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 social media, via text/call and on local radio and television stations.



# No Show and Cancellation

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 of practice involves intentional, repeated, or regular actions, not isolated, accidental or singular incident." Rosemary G Mathias et al., "Practices in No-Show and Late Cancellation Policies for ADA Paratransit: A Synthesis of Transit Practice," TCRP Synthesis 60 6, (2005)

No-show/late cancellations are considered excessive when a customer reserves 7 or more trips within any month and no shows and/or late cancels 20% or more of those scheduled trips. At no time can a customer's no-show/late cancellations exceed 7 within one month without causing a violation. This will be considered a pattern or practice of missed trips and the customer will be sent written notification that they have violated the No-Show/Late Cancellation Policy and is subject to suspension.

# No Show and Cancellation

## Suspensions Relating to No Show/Cancellation Policy

Customers incurring excessive no-show 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.

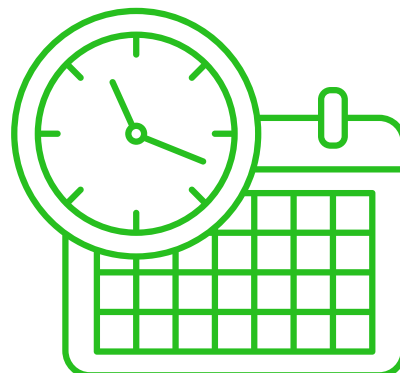
- 1st Violation: Written Warning
- 2nd Violation: 1 Week Period
- 3rd Violation: 2 Week Period
- 4th or Subsequent Violations: 4 Week Period, not to exceed 30 continuous days

## Excessive Cancellations:

Even though a scheduled trip is cancelled the same day at least one hour in advance of the established pick-up window, a pattern or practice of excessive cancellations may often cause service to be unavailable at a time other passengers may desire the service. This often results in more frequent negotiated pick-up times and extended "hold times" when other passengers are trying to schedule or check on a ride.

The policy is as follows: Riders canceling 50% or more of their trips scheduled within a minimum of 6 cancellations within a 90-day rolling period, may be subject to a 14-day suspension from service.

A rider may appeal a suspension through the grievance procedure process. Rides will continue during the appeal process. A no-show or late cancellation that occurs as the result of circumstances beyond the control of the rider or due to inclement weather will not count.



# Can Children Ride?

Children 7 and older may ride by themselves when they pay the required fare or show a pass to driver. Children 10 and younger may ride at no charge only when 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 required on demand response services, but not required on fixed routes. Car seats and booster seats are provided by OCCK please notify dispatch when you schedule your ride.

## Personal Care Attendants

### PCA

A personal care attendant is someone designated or employed specifically to assist the rider with daily life functions on a "regular" basis and provides 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. a 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.

A Personal Care Attendant may travel at no cost with a passenger and must get on/off at the same stop as the passenger.

# Personal Assistance to Riders

Due to scheduling demands, OCCK, Inc. drivers must limit their personal assistance to riders. Drivers assist riders with only those activities directly related to boarding and 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 shopping 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 OCCK to transport furniture items, including televisions, gardening items such as potting soil, or any items of weight exceeding 15 pounds. Drivers are responsible for passengers entering and exiting the bus safely.

Only drivers will operate the power lifts provided with vehicles. Any passenger who would like to use the lift can, it is not restricted to only people who have mobility devices. Please ask a driver if you are wanting to use the lift or ramp. Drivers are not permitted to lift individuals required or wanting to transfer from a mobility device to regular vehicle seating. Such riders will be asked to provide their own personal care attendant to assist in their transfer.

Should the driver encounter difficulty properly securing a wheelchair or other mobility device, pursuant to FTA Circular 4710.1 Chapter 2.2.6, OCCK will not refuse to transport the passenger. OCCK, Inc. staff will request an opportunity to examine the device in order to find a way to secure it in a safe and compliant manner.

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

If origin to destination service is required due to a disability, please notify dispatch when reserving your ride.

# Reasonable Accommodations Request

Individuals with disabilities may request that the OCCK Inc. make a reasonable accommodation in order for that individual to fully use transit services. All requests should be made in advance by filling out and submitting a Reasonable Accommodation Request form to OCCK, Inc.

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](http://www.salinacitygo.com)
- Call (785)826-1583 or (785) 577-4337
- Send an email to [citygo@occk.com](mailto:citygo@occk.com)
- Mail a request to OCCK Transportation, 340 N. Santa Fe Ave., Salina KS 67401

## Mobility Device Procedures Wheelchairs and Scooters

Section 37.3 of the Department of Transportation regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) 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. Wheelchairs and mobility devices are accepted in all services and areas served.

- 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 OCCK 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 mobility devices must be properly secured. OCCK, Inc. will refuse to transport any rider who refuses to have a mobility device secured.

# Transporting Service Animals and Pets

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 are liable for any damages the animal causes.

Pets may be transported with their owners if the pets are secured in an enclosed container and if they can be fit into the schedule. Pets have the lowest priority for transportation. Pets requiring emergency veterinary assistance will not be transported. An ill service animal is treated as a pet in this respect: such animals are not performing their service function.

## Transporting Medical Equipment

Passengers traveling with respirators, portable oxygen and other medical and life support equipment is allowed and passengers must follow safety procedures that ensure protection of all passengers and transit employees. The portable oxygen tank may not exceed 15 pounds, in total weight, 29 inches in height and 4 inches in diameter. Drivers will inspect any portable oxygen tank. 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. Oxygen tanks may be secured in an unoccupied area away from the side wall of the bus, to an isle side seatback or other areas designated by management. Passengers who wear or carry portable oxygen tanks must wear the seatbelt provided. OCKK 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 PCA.

# Conduct, Hygiene, and Prohibited Behaviors

If at anytime the driver judges that they are in an unsafe situation, the driver, with consent of the supervisor, will have the right to exercise judgement and stop the vehicle and ask the passenger(s) to deboard the vehicle or call the authorities if necessary. 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 the driver or other passengers, use of foul or derogatory language and sexual harassments. Anyone's behavior that poses a safety hazard to themselves or others caused by misplaced bodily fluids will be denied service. At the driver's discretion, with consent of the supervisor, a rider who engages in persistent inappropriate and/or dangerous behavior may be required to vacate the vehicle. No alcoholic beverage may be consumed on the vehicle. Non alcoholic drinks and food need to be in appropriate containers. Passengers must be mindful of spills and remain tidy through the duration of the ride.

No tobacco usage (including vaping of any type) 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 previously mentioned item, they will be asked to vacate the vehicle immediately. If a person refuses to vacate the vehicle when requested to do so by the driver for any of the above listed reasons, the police will be called to escort them off the vehicle. A second offense will result in a week suspension, a third offense will result in a 30 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 60 day suspension from transportation services.



# Workplace Violence Zero Tolerance

Threats of violence, threatening behavior, or acts of violence against any employees or other individuals are prohibited. OCCK Inc. has a "zero tolerance" policy for such conduct. Any person who threatens violence, displays threatening behavior, or engages in violent acts in OCCK, Inc. offices or in/around OCCK vehicles will be removed from the area or vehicle as soon as safety allows. Said person shall be prohibited from entering OCCK, Inc. offices or riding/driving OCCK, Inc. vehicles until an investigation of the conduct in question has been completed. Should the investigation establish a violation of this policy, OCCK, Inc. will take action up to and including termination of any business relationship, suspension or termination of employment, and civil or criminal prosecution.

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 OCCK, Inc., even if a person has a permit to carry a concealed weapon, except for law enforcement personnel.

## Grievance Procedure

OCCK, Inc. 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

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

OCCK, Inc. has a 2-step appeals process, which includes the Director of Transportation and the VP-CFO. Copies of the appeals process may be obtained by contacting the OCCK, Inc. Transportation office.

OCCK Transportation is not responsible for lost or stolen items.



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