



POLICIES AND PROCEDURES MANUAL FOR RIDERS



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SAC AND FOX NATION OF MO IN KS & NE
TRANSIT

305 N. MAIN ST.

RESERVE, KS. 66434

(785) 742-7471 EXT. 2503 OR EXT. 2500

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Welcome

Welcome to The Sac and Fox Nation of MO in KS and Nebraska's "General Public Transit Program."

We are located and operated out of Reserve, KS.

We offer 50% discount to all Seniors with Photo ID, with D.O.B.

55 yrs. of age or older.

We offer 50% discount to all Veteran's, with Military I.D.

You can only claim one discount at a time.

Base rates: \$2.00 dollars, to location and \$2.00 to return, anywhere within 25-mile radius of Reserve, Kansas.

Base rate: \$4.00 dollars, to location and \$4.00 to return, anywhere within 50-mile radius of Reserve, Kansas.

Base rate: \$6.00 dollars, to location and \$6.00 to return, anywhere within 75-mile radius of Reserve, Kansas.

Base rate: \$8.00 dollars, to location and \$8.00 to return, anywhere within 100-mile radius of Reserve, Kansas

We operate on a Demand, Response system, shared rides when convenient, to save on both time and fuel.

We require a minimum of 24-hour request for 25-mile radius, for specialized, those areas outside of that area we require 48-hour notice.

This a condensed version of our operating Policy and Procedure's, a more extensive copy is available upon request by contacting Kevin Burnison, Executive Director, of Sac and Fox Nation of Missouri in Kansas and Nebraska.

General Operations

Sac and Fox Transit operates: Monday – Thursday 8:00 AM – 4:30 PM

Sac and Fox of MO in KS, &NE

Administration Office

305 N Main St
Reserve, KS 66434

Business Hours are: Monday – Thursday 7:30 AM- 5:30PM

To schedule a ride call (785) 742-7471 ext. 2503, or ext.2500

We request a 24-hour advance notice, for a localized route (25-mile radius of Reserve)

48 hours' minimum notice for Specialized trips (those greater than local service area)

We operate on a "First Come- First Serve basis"

Some same day services may be available, depends on demand.

When requesting ride, advise of special needs, wheel chair, car seat(s).

Fares and Punch Tickets

Sac and Fox Transit passengers should be prepared to pay at time service (transportation) is given.

Guidelines: 1. Preferred method of payment will be Sac and Fox Nation Transit punch card

SFN Transit drivers will accept limited amounts of cash but prefer, Punch Card, no credit cards, debit cards, vision cards accepted.

Punch Cards can be purchased at the Sac and Fox Nation Administration office, in either \$10.00 or \$20.00 dollar increments. They will accept checks, and there will be a \$35.00 Insufficient funds service fee.

Door to Door

Sac and Fox General Transit Drivers cannot go through the first door of the private home for any reason.

Door to door service shall include the foyer or lobby of a first floor business, store or other establishment that might offer shelter or protection for a waiting passenger.

Our drivers are not required to bring a client down steps in a wheelchair. A wheelchair bound client is required to have safe exit such as a ramp from his / her residence.

Drivers are not required to act as personal care attendants, baby sitters, or provide any medical services.

The driver shall leave his/her SFN vehicle and assist clients in boarding or de-boarding.

Pick-up time will be close to the agreed upon time as possible, however a thirty-minute window, where 15 minutes before until 15 minutes after the agreed pick up time will be considered on time.

Passengers should be ready and waiting.

No Show Policy

A trip is considered a “no-show” when the driver has made every reasonable effort to locate the passenger for a period of five minutes after the driver’s arrival time. (3) “no-shows” the rider may be suspended from service.

Rider Policy

- Weapons are prohibited
- No flammable liquids or automobile or marine batteries allowed on the bus.
- No non-folding baby carriages, nor non- folding shopping carts.
- Passengers must always use ear/head phones with IPod, radio, dvd player,phones.
- Children must be accompanied by an Adult, Parent or Guardian. (ID if requested)
- Passengers are asked to respect fellow passengers and maintain good standards of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from ailments such as common cold.
- Passengers are expected to be capable of caring for him/her self, controlling bodily functions and be cognizant enough to make decisions, or be accompanied by a personal care attendant.
- Riders should always be dressed appropriate for the weather.
- Customers with disabilities will receive the same treatment as all other passengers.

- Advise at time of scheduling, they will need ADA equipped van.
- Advise if they will be accompanied by a personal care attendant. (Attendants ride free).
- Tell the driver if they need help and what type of assistance is needed
- Know their destination.
- Pay the fare.
- Control their service animal at all times.
- Know whether their wheelchair or mobility aid will fit on the lift or in the securement location on the bus and meets the ADA definition of a common wheelchair.
- Be prepared and cooperative with the bus operator to safely and quickly secure their mobility device.
- Must wear their seat belts.
- The seats close to the door are for those who have difficulty with mobility.
- Rider's must stay secure and seated until the van comes to a complete stop.
- Respect the rules of the bus, no smoking, nor vapor, e cigarettes, or the use of chewing tobacco nor eating or drinking.
- Alcohol & Drugs are prohibited.
- Drivers will assist riders on and off the bus as necessary.
- Remove your own trash (soiled diapers, etc.)

Refusal of Services

Sac and Fox General Public Transit, reserves the right to refuse service to riders for the following reasons:

- Intoxication
- Belligerency
- Any other reason that might create harm or make the trip unsafe for the driver, other passengers or the vehicle.
- Shirts and shoes (clothing) must be worn at all times while on the bus.

Service Expectations

Drivers and dispatchers will be courteous and respectful.

We are closed on all Federal Holiday's.

Inclement Weather

In Kansas and Nebraska, we can experience bad weather such as flooding, and ice and snow storms. Our service has many very rural roads. The guidelines set forth in this policy are an attempt to safeguard our clients, passenger's driver's, employees, who may be at risk by

traveling across any icy driveway to reach a Sac and Fox vehicle, or by traveling on an icy road or in other bad weather.

Guidelines:

- In Richardson County, the general guideline is that SFN Transit will not operate if District 56, Falls City (Richardson County) closes due to inclement weather.
- In Brown County, the general guideline is that SFN Transit will not operate if school District 415 (Hiawatha) closes due to inclement weather.
- In the event that schools are not closed, but the individual driver feels that a particular trip is unsafe, the driver must notify SFN Transit dispatch for a final determination and so that SFN dispatch may notify the clients if any are affected.
- Bus operations may be cancelled at the discretion of the director at any time.
- Steps and walks must be cleared of snow and ice for safe walking/travel at all times, for your safety.

Equal Treatment

No one shall be denied a ride based on race, color, national origin, religion, sex, disability, political affiliation, or belief in any other considerations prohibited by law.

Any person who believes that they have been discriminated against in the Transit system should contact the Sac and Fox Nation of MO in KS and NE, Executive Director Kevin Burnison @ the Sac and Fox Administration office, 305 N. Main St, Reserve, KS.66434