

# RideKC

## IndeAccess Ride Guide

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### Complementary ADA

### *PARATRANSIT SERVICE*

KCATA  
1200 E 18<sup>th</sup> Street  
KCMO 64108  
Phone: (816) 842-9070

Revised June 2015

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**THIS BOOKLET IS AVAILABLE IN LARGE PRINT**

## **I. Welcome**

Independence has been providing transportation service to the public in Independence, Missouri since the late 1970's. Independence began providing Dial-a-Ride service to the community in 1979. The names paratransit and/or Dial-a-Ride have often been used interchangeably to describe service in which a passenger calls an agency to reserve a ride in advance for a trip. Typically, this is from a residence to a destination and then a return trip scheduled at a later time.

Fixed routes have always offered passengers greater freedom to ride, eliminating the need to schedule trips in advance. With the new transportation service changes, hours of operation will be increased and more areas will be served, allowing more service to more people at a much lower cost.

### **About Complementary ADA Paratransit Service**

Providing fixed route service requires an organization to comply with the American with Disabilities Act (ADA) by providing Complementary ADA Paratransit. Specifically, complementary ADA Paratransit Service must be available in an area three quarters (3/4) of a mile in any direction from any of the IndeBus fixed routes. IndeAccess will provide trips anywhere within the city limits of Independence. Rides to destinations outside the city limits can be provided by Share-a-Fare. At a customer's request, their application can be forwarded to Share-a-Fare.

### **Curb-to-Curb**

IndeAccess Complementary ADA Paratransit service is curb-to-curb, shared ride transportation. Passengers are expected to be ready to board when a vehicle arrives and there may be other passengers on board for some or all of the trip. Curb-to-Curb does not offer these services:

- Assisting passengers on inclined mobility ramps or stairs.
- Entering beyond the door threshold.
- Locking/unlocking doors or activating/deactivating house alarms.
- Retrieving mail, personal documents, etc.
- Utilizing any type of drive through services i.e. banks, prescriptions, restaurants, etc.

Assistance for those needing help getting from their house to the van or from the van to the front door of their residence, should be requested when scheduling the trip.

All of IndeAccess's vehicles are wheelchair lift-equipped, or have ramps, and have specific wheelchair securement locations inside the vehicle (the same holds true for all vehicles used for the fixed route). Every eligible ADA rider is encouraged to use their photo Travel Cards on the fixed route in order to ride IndeBus free of charge.

Detailed information such as schedules and maps for fixed route services, and/or information regarding travel training can be obtained by calling IndeAccess at (816) 842-9070 or may be picked up at KCATA 1200 E 18<sup>th</sup> Street, KCMO 64108. Fixed Route Schedules are also available at City Hall, the Water Department, Three Trails Kansas City Public Library and Mid-Continent Public Library. Because of the high cost of providing complementary paratransit service, the ADA allows the transit program to require passengers to use fixed route first, providing that they can access the system.

## **Transportation Service Hours**

IndeAccess will provide rides Monday-Friday, 5:30 a.m. – 7 p.m. (last scheduled pickup 6:30 pm) and Saturday, 5:30 a.m. – 5 p.m. (last scheduled pickup 4:30 pm) There is no Sunday transportation.

## **IndeAccess photo Travel Card for Fixed Route**

Eligible ADA riders can use their Travel Card, to ride the Independence fixed route system at no cost. Examples might be: the destination they went to on paratransit was located near a bus stop or shelter they could easily navigate and/or those destinations did not pose any issues for them to use the fixed route.

## **Benches and Shelters**

Soon ADA Eligible Riders will find it easier than ever to use IndeBus. A city wide bench and shelter campaign will begin this summer to place new benches and shelters at various locations throughout Independence.

## **Travel Training**

Free travel training is available for those interested in learning more about how to use the IndeBus system. For more information regarding this free opportunity, please call (816) 346-0809.

## **Information for Medicaid Eligible Riders**

Passengers who have Medicaid may be eligible for free transportation to and from medical appointments and trips to the pharmacy. For more information, call IndeAccess at (816) 842-9070.

## **IndeAccess's Complementary ADA Paratransit Service**

A rider with a disability who lives within  $\frac{3}{4}$  of a mile of an IndeBus fixed route and is **functionally unable** to use the fixed-route system, is qualified for complementary ADA Paratransit. More specifically, complementary ADA Paratransit service is provided to the following three general groups of persons with disabilities:

- Persons who have specific impairment-related conditions which make it impossible (not just difficult) to travel to or from the bus stop.
- Persons who need a wheelchair lift or ramp and a wheelchair lift-equipped vehicle/bus is unable to deploy its lift/ramp in a particular location due to physical constraints of that particular bus stop.
- Persons, who are unable to board, ride, exit or otherwise navigate the fixed route bus system, even if they are able to get to a bus stop.

### **Applying for IndeAccess Complementary ADA Paratransit Service**

The ADA Certification Application process will require passengers to complete the Complementary ADA Paratransit application which requests information concerning the disability and an explanation regarding functional inability to access the fixed route system (i.e.: inability to walk  $\frac{3}{4}$  of a mile, navigate curbs, cognitive issues, etc.). Limitations listed on the application must be certified by a physician or certified rehabilitation professional.

Completed applications must be submitted to KCATA Eligibility-Breen, 1200 E 18<sup>th</sup> St, KCMO 64108 for review and approval. If further questions concerning the application exist, the applicant, caregiver or advocate will be contacted.

A meeting may be required to finalize transportation arrangements. There will be no cost to the applicant, caregiver or advocate for this meeting.

Applications and all information for the IndeAccess Paratransit Service may be obtained by calling IndeAccess at (816) 842-9070. To have information mailed or faxed, or if you wish to personally pick up an application, please call (816) 842-9070.

### **Eligibility Categories**

As required under ADA law, all applicants for IndeAccess Paratransit Service will be informed of their eligibility status in writing within twenty-one (21) business days from the day the completed application was filed with IndeAccess. Each applicant deemed eligible for this service will be assigned to one of the three eligibility categories:

***Conditional*** – Conditional eligibility will apply to individuals who are eligible for complementary paratransit, but might be able to use IndeAccess’s fixed route bus service for some trips. Conditional riders will be able to use their ADA Travel Card to ride fixed route free of charge when doing so is feasible.

***Unconditional*** – Unconditional eligibility will apply to individuals who have been judged functionally unable to independently use IndeAccess’s fixed route bus service in any circumstance.

***Temporary/Seasonal*** – Temporary eligibility will apply to individuals with temporary physical disabilities and will last for the term of the disability, but in no case longer than twelve (12) months. After the twelve (12) month period, individuals who were granted temporary eligibility must reapply and be reevaluated if they desire to continue using the complementary paratransit. Seasonal eligibility may apply to individuals who are medically sensitive to extreme heat/cold weather.



## **How to Appeal if Denied Eligibility**

If it is determined that an application does not meet the ADA eligibility criteria, the applicant will be informed of this decision in writing within twenty-one (21) business days. The letter will explain the reasons for denial as related to the eligibility criteria.

An appeals process has been established in accordance with the American's with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for individuals who have been suspended from the provision of complimentary paratransit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes: 1) an opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service; and 2) written notification of the decision within 30 days of the completion of the appeals process including the reasons for the decision.

## **ADA Recertification Process**

Recertification for complementary paratransit services will be required of each eligible ADA paratransit passenger prior to expiration of his/her current eligibility period. IndeAccess will notify passengers of this at least ninety (60) days prior to the expiration of their eligibility period. Recertifying passengers may also include an in-person assessment to review the application and/or to answer any questions.

## How to Make a Reservation

If you need to schedule a Complementary ADA ride please call IndeAccess at: (816) 842-9070 between 7:00 am and 3:00 pm Monday through Friday.

All trip requests must be made no less than one (1) day and no more than fourteen (14) days in advance. Holiday service schedules are posted in all buses; additional information concerning holiday service can be found on page 25 of this guidebook.

When calling IndeAccess be prepared to tell the IndeAccess scheduler the following information:

- Your name. The scheduler will also confirm your current phone number and address.
- The date you will be traveling.
- Your pick-up address (including building/business names, landmarks, etc.)
- The physical address of your destination (including specific drop-off information).
- The time you would like to be picked up.
- Telephone number of your destination.
- Please inform the scheduler:
  - If a personal care attendant (PCA) will travel with you. (There is no fee for PCAs to travel with an IndeAccess customer.)
  - If guests other than your PCA will travel with you (including children). (Guests are required to pay a fare while children 5 and under are free.)
  - If you will be using a mobility device.
  - If you will need assistance to and from front doors.

When scheduling rides for specific times, be sure to allow plenty of time to finish your appointment in order to meet the vehicle at your scheduled pick-up time. Be aware of opening and closing

times at your destination to avoid waiting outside the building before or after business hours. When scheduling your trips, please follow these suggestions:

- Allow adequate travel time to reach your destination, including weather and traffic.
- Allow extra time for the pick-up and drop-off of other passengers before reaching your destination.

IndeAccess Complementary ADA Paratransit Service can offer travel times from one (1) hour before to one (1) hour after the requested travel times under the ADA service criteria.

While ADA requires paratransit on board time for a rider not to exceed twice the time a rider might spend using fixed route for the same trip (including transfer connections), IndeAccess will make every effort to continue with the level of customer service riders have experienced in the past. Even though the industry average trip length is about ninety (90) minutes. IndeAccess's goal for an average on board time for its Complementary ADA Paratransit passengers is 30 minutes.

## **II. Independence Complementary ADA Paratransit Policies**

### **Routine Trips (Subscription Service) – Premium Service**

At the discretion of IndeAccess, passengers with a permanent work, school, or medical schedule, may be offered subscription service whereby customers can schedule standing appointments for regular routine trips.

**Same Day Trips:** Same day trip requests are not permitted. **Scheduled Pickup Times** are actually **Scheduled Departure Times**. Passengers should allow themselves enough time when requesting a scheduled ride to be at the actual pickup location before the thirty (30) minute time window given by the Scheduler.

IndeAccess asks that passengers be ready to depart when the vehicle shows up. This allows our system to operate more efficiently for all of our passengers.

### **Return Trip – Not Ready**

It is understandable that sometimes a passenger does not know exactly when they will be ready to return. Please keep this in mind when scheduling your ride home and be sure to allow enough time. If you can see that you will not be ready for your scheduled pick-up, please call Dispatch. The dispatcher will cancel your scheduled ride home and set up a 'will call request' and will attempt to reassign the trip at a later time. If you are unsure of when you will be ready, the trip will be left unassigned until you call back. Pick-ups for reassigned trips will be done as quickly as possible.

**Passenger No Shows, Cancellations, and Late Shows** for scheduled rides seriously affect the scheduling efficiency of the service and the schedules of other passengers. Please note the following Federal regulation concerning this matter:

*[Federal Register, vol. 56, No. 173 / Rules and Regulations, Page 45604] The Americans with Disabilities Act (ADA) allows public Paratransit providers to sanction passengers who establish a pattern or practice of missing scheduled rides for Paratransit service "Sanctioning individuals who chronically fail to show up for scheduled rides is not refusing to provide service on the basis of disability. An appropriate system of sanctions can help to deter or deal with individuals who misuse the system, absorbing capacity that could otherwise go to people who need rides and increasing costs." A pattern or practice involves intentional, regular or repeated actions, not isolated, accidental or singular events.*

No shows including cancellations attributable to causes beyond the individual's control, including problems with the delivery of that service, cannot form part of such a pattern or practice.

## **IndeAccess Cancellation Policy**

We realize the majority of our Passengers schedule trips with the full intention of taking those trips. However, passengers who routinely schedule trips and then cancel a large percentage of those same trips effectively deny trips that otherwise would have been available to other riders. Routinely cancelled trips also unnecessarily waste funds and valuable resources.

IndeAccess will continue to adjust and implement strong controls over our Paratransit operations to manage and eliminate fraud, waste and abuse.

### **Definitions**

- **Advance cancellations:** Trips no longer required by a rider, whether demand or subscription (routine) service must be cancelled by 5:00 pm the day before the scheduled trip. Trips cancelled by 5:00 pm the day before the scheduled trip will have no negative impact on the rider's transportation history.

Return trips are *not* automatically cancelled when a rider fails to take the first part of the trip. Therefore, it is the responsibility of the rider to contact IndeAccess to cancel their return trip, or it will be considered a *no-show*.

- **Same Day Cancellations**  
Trips cancelled after 5:00 pm and up to two hours before the scheduled time will be counted as same-day cancellations.

Excessive same day cancellations occur when a rider cancels fifty-percent (50%) or more of his/her scheduled trips during any thirty (30)-day period. A minimum of eight (8) trips must be scheduled for the thirty (30) days in question for this policy to apply.

Return trips are *not* automatically cancelled when a rider fails to take the first part of the trip. Therefore, it is the responsibility of the rider to contact IndeAccess to cancel a return trip, or it will be considered a *no-show*.

For every three (3) same-day cancellations, a rider will be charged one (1) no-show.

### **Late Cancellations**

Any trip canceled less than two hours before the scheduled pick-up time will be counted as a *no-show*.

Return trips are *not* automatically cancelled when a rider fails to take the first part of the trip. Therefore, it is the responsibility of the rider to contact IndeAccess to cancel their return trip, or it will be considered a *no-show*.

### **Penalties**

Passengers who cancel rides on a frequent basis will be in violation of this policy. Passengers who ride infrequently, such as once or twice a week will be subject to a higher cancellation limit before penalties are applied. IndeAccess will review passenger records every thirty (30) days for excessive cancellations for all passengers.

- 1<sup>st</sup> Time: The Passenger will be sent a courtesy letter to provide information regarding their violations and the policy.
- 2<sup>nd</sup> Time: The Passenger will be notified by letter again of violation.

A follow-up phone call will be made to ensure they have received the letter and are made aware of violation(s) and the cancellation policy.

- 3<sup>rd</sup> Time: The Passenger will be notified by letter requesting that a meeting be set up with the General Manager to discuss the issues related to the excessive cancellations and no-shows to determine if there is a remedy. Pending the outcome of this meeting trips scheduled may be restricted to only scheduled trips one day in advance for a period for thirty (30) days.
- A passenger who disputes the decision regarding their transportation has a right to appeal. See Appeals Process – pages 17 – 18. The level of transportation provided will not change during an Appeal Process until a decision is made.
- If a second series of excessive cancellations occur during a year, the passenger will be limited to scheduling all trips no more than one day in advance going forward. The passenger who has subscription service (i.e., a regularly scheduled ride in the system), will no longer be permitted to schedule routine ride(s). A passenger who disputes the basis for a decision made concerning their transportation has a right to appeal. See Appeals Process, page 18. The level of transportation provided will not change during an Appeal Process until a decision is made.

## **No-show Policy**

**No-show Definition:** A trip is considered a No-show when a passenger:

- Cancels their scheduled trip less than two (2) hours before their scheduled pick-up time (otherwise known as a “late cancellation”).
- Cancels a trip directly with the driver who has arrived at the pick-up site.

- Does not show up for a scheduled ride when the vehicle arrives on time for a pick-up and has waited the allotted five (5) minute wait time. The driver is considered to be on time when they arrive at the scheduled pick-up site within the thirty (30)-minute time window given by the Scheduler at the time the trip was scheduled.
- For every three (3) same-day cancellations, a rider will be charged one (1) no-show.

#### Additional Notes

- A no-show will not be assessed against a passenger if the Driver Operator arrives outside the thirty (30)-minute pick-up window. IndeAccess will make every reasonable effort to try to locate/contact the passenger, however, ultimately the responsibility lies with the passenger.
- Return trip(s) *will not* automatically be cancelled until Dispatch has tried to reach the passenger to determine whether or not the passenger intends to utilize the scheduled ride.
- Special circumstances involved in a no-show or late cancellation will be considered.

#### **No-show Penalties**

Penalties will be assessed after an investigation has verified the no-show.

- The 1<sup>st</sup> no-show in a thirty (30) day period may receive a courtesy call from IndeAccess.
- The 2<sup>nd</sup> no-show in a thirty (30) day period may receive a written warning from IndeAccess.
- The 3<sup>rd</sup> no-show in a thirty (30) day period may result in a requirement to schedule trips one day in advance to ensure the passenger intends to take the trips scheduled.



- Passengers who have subscription service (i.e., a regularly scheduled ride in the system), who continually cancel or no-show may permanently lose the right to schedule a routine ride.
- A passenger who disputes the basis for a decision made concerning their transportation has the right to appeal. See Appeals Process, page 18. The level of transportation provided will not change during an Appeal Process until a decision is made.
- If a second series of excessive no-shows occur during a year, the passenger will be limited to scheduling all trips no more than one day in advance going forward. The passenger who has subscription services (i.e., a regularly fixed scheduled ride in the system), will no longer be permitted to schedule routine ride(s). A passenger who disputes the decision has the right to appeal. See Appeals Process, page 18. The level of transportation provided will not change during an Appeal Process until a decision is made.

### **Paratransit Service Appeals Process**

The applicant has the right to appeal the denial, or the level of eligibility granted. The appeal process is as follows:

Share-A-Fare has established an administrative appeals process in accordance with the American's with Disabilities Act, section 37.125(g) for individuals who are denied eligibility and for individuals who have been suspended from the provision of complimentary paratransit service due to a pattern or practice of missed trips.

Customers will be sent information about how to appeal with his or her denial or suspension letter. The process includes:

- 1) an opportunity to be heard and to present information and arguments to an appeals board consisting of persons not involved with the initial decision to deny eligibility or suspend service; and
- 2) written notification of the decision within 30 days of the completion of the appeals process including the reasons for the decision.

If the outcome of this meeting is unsatisfactory, the applicant may submit an appeal in writing within thirty (30) days to City of Independence, Director of Community Development, 111 E. Maple, Independence, MO 64050. The director will then schedule a hearing. NOTE: Transportation will not be provided during this period of time. If a decision has not been made within 30 days of the appeal date, transportation will ensue until a decision is reached

All decisions by the Appeals Committee are final.

*This policy is consistent with the administrative appeals process as detailed in Section 37.125 of Federal regulation 49 CFR Part 37 entitled, Transportation for Individuals with Disabilities, dated September 6, 1991.*

### **Personal Care Attendants (PCA)**

IndeAccess will not provide Personal Care Attendants (PCA). The Driver Operator's responsibility is to safely transport passengers from point of origin to their destination. Any other personal assistance (including but not limited to carrying groceries or other goods from a store to a residence) should be requested when the trip is scheduled.

Another person accompanying the eligible passenger for the purpose of assistance is considered eligible, as long as the point of origin and destination are the same. PCA's are allowed to ride at no charge.

When traveling with a PCA, please remember to reserve space for the attendant when scheduling your trip.

**Visitor's Requests** for Complementary ADA Paratransit Service will be honored, with proof of eligibility from another Paratransit provider (or public Paratransit system), for a total of twenty-one (21) days within one (1) year from the date of the first ride. The visitor must submit a copy of the verification eligibility from their place of residence. IndeAccess will assist in expediting this for a passenger once contacted. The following information needed is: Name of transit organization, phone number and/or fax number.

### **Next Day Service**

Requests for next day service will be taken between the hours of 7:00 and 3:00 p.m. on normal business days. Trips will be granted within one (1) hour on either side of the requested trip time.

Requests made on weekends and holidays, via voice mail, will be honored for next day service. It is the responsibility of the passenger to follow up on any voicemail messages that were left requesting service.

## **III. Passenger Policies and Procedures**

### **Behavior, Body Odor, and Hygiene**

An IndeAccess Driver/Operator may request advisement from Dispatch on whether to allow a person on a vehicle if his or her behavior, body odor, or physical hygiene will disturb the reasonable comfort of other passengers.

A passenger will be given notice and an opportunity to correct a behavior, odor, or hygiene problem prior to suspending future

riding privileges unless that person's behavior, odor, or hygiene, in the judgment of the IndeAccess management, places existing passengers in extreme risk. Repeated behavioral, body odor, or hygienic incidents may result in permanent suspension from the service.

## **Medically Related Restrictions**

IndeAccess complies with existing laws governing the exposure of persons to human biological hazards and other health-related hazards. This is a serious issue for IndeAccess since many of our passengers are in a high-risk category due to age and/or lowered immune system.

In order to protect IndeAccess Drivers/Operators as well as our passengers, IndeAccess will deny transportation to any person who has visible evidence of any open or festering wound or sore. IndeAccess will also deny transportation to any person who appears so ill that their presence would be harmful to the IndeAccess Drivers/Operators themselves, or other passengers on the vehicle.

## **Use of Tobacco Products and Alcohol**

The use of any tobacco products on IndeAccess vehicles is prohibited. This includes dipping and chewing tobaccos as well as smoking products (cigarettes, cigars, and pipes). Passengers under the influence of drugs and/or alcohol are prohibited from riding.

## **Seatbelt and Wheelchair Securement**

IndeAccess is very concerned for the safety of all our passengers. Therefore, passengers will be requested by Driver Operators to buckle their seatbelts.

IndeAccess will make every attempt to accommodate standard wheelchairs, scooters, and/or other mobility devices. These devices may not exceed 48” in length, 30” in width, and 600 lbs. in total weight. Mobility devices larger than these standards may be denied service aboard IndeAccess vehicles.

For safety reasons, IndeAccess cannot transport passengers with broken mobility devices or devices without working brakes. Please be sure that wheelchairs or other mobility devices are clean, safe, and in good working condition before traveling aboard IndeAccess vehicles.

IndeAccess requires that all wheelchairs be secured on our Paratransit vehicles. IndeAccess Drivers/Operators will use their best efforts to secure any mobility device that meets the regulatory definition of a common wheelchair. A passenger using a wheelchair who refuses to allow their wheelchair to be secured may be denied service. Additionally, IndeAccess requires that wheelchairs be backed onto the wheelchair lifts, for reasons of safety.

If a wheelchair or mobility device exceeds the standard size as described above, the Driver/Operator may ask the passenger to transfer to a seat, as it may be difficult to safely secure the passenger within the mobility device. It is the passenger’s choice to transfer or remain in his/her mobility device.

## **Transporting Children**

Federal law does not require a public Paratransit service provider to provide car seats for children in the State of Missouri.

Therefore, it is the responsibility of passengers to provide the proper car seat/booster seat if traveling with children.

IndeAccess does not require but strongly recommends that all children less than six (6) years or sixty (60) pounds be restrained in an approved child passenger safety seat.

Children may travel alone if they are at least twelve (12) years old and are able to communicate with the Driver/Operator.

### **Permitted on Buses**

The following articles may be carried on vehicles providing such articles do not interfere with the entrance, exit, or free use of the aisles by passengers, with the safe operation of the vehicle or take up passenger seats when seats are needed for other passengers:

- Baggage - ordinary hand baggage and packages or articles that can be carried.
- Carriages and strollers - baby carriages or strollers may be carried on board only when folded.
- Personal shopping carts.
- Walk aids and stand up walkers - it is preferred that walkers be folded.
- Bicycles are permitted and must be secured.

### **Not Permitted on Buses**

The IndeAccess Driver/Operator will exercise judgment concerning the overall safety of all passengers. The following items represent but are not limited to potential hazards and may be prohibited: fishing poles that are assembled and/or hooks are attached; sharp objects or instruments; gasoline or other hazardous materials; explosives; furniture; non-folding baby carriages; large bundles that will obstruct the aisle; bundles or bags that are leaking; weapons including firearm, handgun, club, explosive, knife, metal knuckles, bomb, chemical dispensing device, or any other dangerous weapon.

## **Carry-On Package Policy**

- Carry-on packages are welcomed, provided they do not remain in a location where they will interfere with the entrance, exit, or free use of the aisles by passengers, safe operation of the vehicle, or take up passenger seats when other passengers need the seat.
- For safety reasons, and to assure that there is room for other passengers, take only as many packages as can be carried on and off the vehicle in one trip.
- Bags or packages are limited to six (6). A passenger traveling with a PCA is limited to that number as they are providing assistance for that rider. IndeAccess will not assume any liability for breakage/spoilage while aboard our vehicle.
- IndeAccess offers ordinary curb-to-curb service. Drivers/Operators may assist with the loading and unloading of packages meeting the above requirements, if the passenger requests. Drivers/Operators will not carry packages to the front door of the residence without a request prior to the trip, preferably when the trip request was made.
- Personal shopping carts used by passengers must fit on the floor by the seat without blocking the aisle or in the back of the vehicle if space allows.

## **Compliments, Complaints and Suggestions**

Please call IndeAccess at (816) 842-9070 if you experience *any* problems during your ride, want to comment on service and/or have suggestions. All customer comments will be taken into consideration and complaints will be responded to as quickly as possible. When calling, please request a reference number for a record of your call.

**IV. IndeAccess currently observes the following holidays listed below. These are subject to change with notification.**

**New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day**

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**There is no transit service provided on these recognized holidays. Dispatch and the Administrative offices are also closed.**



## **V. Inclement Weather Guidance**

IndeAccess operates transportation services that are vital to the public, community organizations, and transportation- dependent individuals. During **inclement weather**, every effort will be made to operate the Paratransit system as normally as possible.

Paratransit buses may be delayed or cancelled if weather or road conditions pose a safety risk to passengers or our Drivers/Operators. IndeAccess will advise of service changes due to inclement weather on traditional media outlets and the IndeBus link on the City of Independence website.

**Thank you for using IndeAccess.  
*No need to fuss...ride IndeBus!***

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# At-A-Glance

IndeAccess Phone Number (816) 842-9070

To Schedule a Ride

To Cancel a trip

To Request an Application

For Dispatch

For Comments, Complaints or Compliments

For General Manager



INCLEMENT WEATHER INFO  
LOCATED ON PAGE 25.

## SCHEDULING A RIDE

When calling IndeAccess be prepared to tell the IndeAccess Scheduler the following information:

- Your name. The Scheduler will also confirm your current phone number and address.
- The date you will be traveling.
- Your pick-up address (including building/business names, landmarks, etc.)
- The physical address of your destination (including specific drop-off information).
- The time you would like to be picked up.
- Telephone number of your destination.
- Please inform the scheduler:
  - If a personal care attendant (PCA) will travel with you. (There is no fee for PCAs to travel with an IndeAccess customer.)
  - If guests other than your PCA will travel with you (including children). (Guests are required to pay a fare while children 5 and under are free.)
  - If you will be using a mobility device.
  - If you will need assistance to and from front doors.

## HOLIDAYS – NO SERVICE

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

## PREMIUM SUBSCRIPTION SERVICE

- A Rider may be eligible for the Premium Subscription Service for ongoing medical, work, or school transportation. This service allows the customer to schedule a series of trips all at once. You will receive confirmation of times for all of your trips. No further phone calls needed unless you are calling to change one of your previously scheduled trips.
- Excessive changes to these scheduled trips will result in removal of subscription.

## CANCELLATIONS AND NO-SHOWS

- Advance Cancellations are trips cancelled any time before a trip up to 5:00 PM the previous day. These cancellations allow Dispatch to schedule remaining trips more appropriately and will not negatively impact other riders.
- Same Day Cancellations are trips cancelled after 5:00 PM the previous day up to two hours prior to the trip. Three (3) Same Day Cancellations equals one (1) No-show.
- Late Cancellations are trips canceled less than two hours before a trip including at the door. Late Cancellations are the same as a No-Show.
- No-shows are trips in which a driver arrives and the passenger does not appear within five (5) minutes of the arrival time. At that point, the Driver/Operator will contact Dispatch to report. Dispatch will attempt to call the passenger and alert them that their bus has arrived. Next, the Dispatcher will instruct the Driver on what to do.
- Even if a Late Cancellation or No-show occurs on the going trip, the return trip will not be automatically canceled (required by ADA). It is important to call Dispatch and confirm your intention to keep the return trip or not.
- See pages 13 through 17 for more information concerning Cancellations and No-shows.