

RideKC

IndeAccess Plus Ride Guide

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

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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 senior transportation 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.

IndeAccess Plus Transportation

You are eligible to use the IndeAccess Plus Program if you:

- Are (with proof of age) 60 years and older
- Can provide proof of Independence residency

Curb-to-Curb

IndeAccess Plus senior transportation 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 their 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).

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) 346-0809.

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.

Applying for IndeAccess Plus transportation

The IndeAccess Plus application process requires the customer to complete an application for service.

- You may request an application by calling: 816-842-9070

- Once received, fill out the application and return to KCATA Eligibility Office, 1200 E 18th Street, KCMO 64108. Make sure the form is filled out completely.
- After IndeAccess has verified and processed your application, you will be contacted to arrange a complimentary ride to the IndeAccess office to receive your Travel Card ID.
- The Travel Card will replace the coupons that were used in the past. You will be sent a new Travel Card with every recertification.

How to Appeal if Denied Eligibility

If it is determined that an application does not meet eligibility criteria the applicant will be informed in writing within seven (7) business days. The letter will explain the reasons for denial.

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.

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.

This policy is consistent with the administrative appeals process of IndeAccess .

IndeAccess Plus Notifications of Changes in Program Or need for Recertification

IndeAccess will notify passengers if there are any changes in the IndeAccess Plus program that affect eligibility or benefit at least sixty (60) days prior any change. If recertification for IndeAccess Plus is needed, the IndeAccess Plus passenger will be notified at least sixty (60) days prior to expiration of his/her current eligibility period.

IndeAccess Plus Travel Card

Eligible IndeAccess Plus riders will receive a Travel Card. IndeAccess Plus passengers simply show their Travel Card to the Driver/Operator along with another form of ID and pay the \$2 fare to ride the Paratransit bus. Every trip scheduled, taken, cancelled, or no-showed will be automatically tracked; no need to return used cards.

Reduced Fare on Fixed Routes

IndeAccess Plus customers may use their Travel Cards for reduced fare when riding anywhere within the City of Independence on the new IndeBus.

Fixed Route Service

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.

IndeAccess Plus riders may also find that traveling to one of the fixed route stops and boarding IndeBus fixed route affords them the ability to travel more places very economically. The new fixed routes run throughout the day and provide passengers with lots of options.

Benches and Shelters

Soon IndeAccess Plus 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 provided 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.

How to Make a Reservation

If you need to schedule an IndeAccess Plus 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 Plus offers travel times from one (1) hour before to one (1) hour after the requested travel times, and tries to come as close as possible to the time being requested.

IndeAccess will make every effort to continue with the level of customer service riders have experienced in the past.

IndeAccess's goal for an average on board time for its IndeAccess Plus passengers is 30 minutes.

II. IndeAccess Plus 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.

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 Plus 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.

- 1st Time: The Passenger will be sent a courtesy letter to provide information regarding their violations and the policy.
- 2nd 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.
- 3rd 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 1st no-show in a thirty (30) day period may receive a courtesy call from IndeAccess.
- The 2nd no-show in a thirty (30) day period may receive a written warning from IndeAccess.
- The 3rd 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.

Service Appeals Process

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.

All decisions by the Appeals Committee are final.

This policy is consistent with the IndeAccess 's administrative appeals process for the transportation of all eligible riders.

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 Plus is very concerned for the safety of all our passengers.

Therefore, passengers will be requested by Drivers/Operators to buckle their seatbelts.

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.

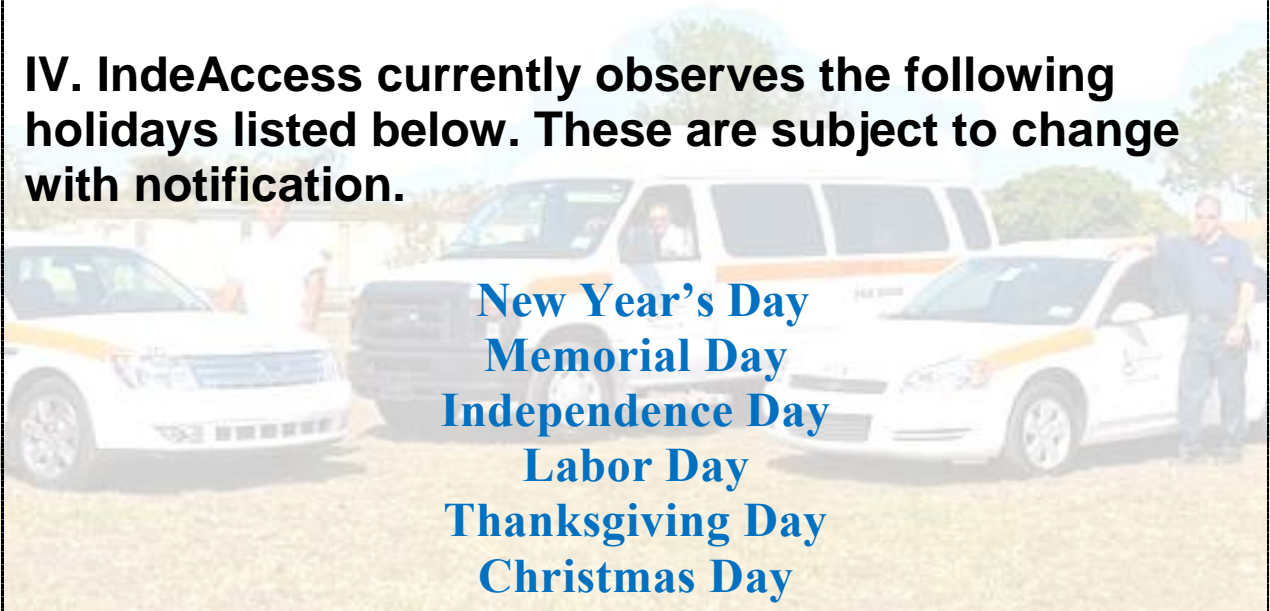
Carry-On Package Policy

- 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.

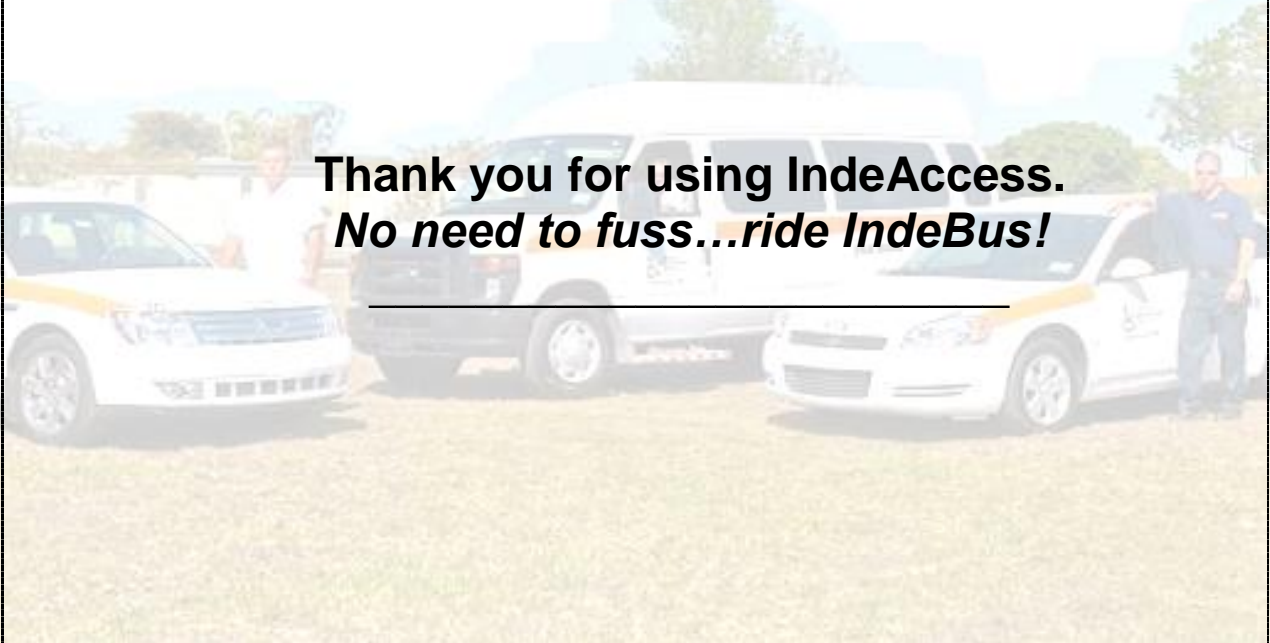


There is no transit service provided on these recognized holidays. Dispatch and the Administrative offices are also closed.

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 with messages on our phone line, the website and local news and radio stations, when available.



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 for a IndeAccess Plus ride, be prepared to tell the 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.
- If you will be using a mobility device.
- If you will need assistance to and from front doors.

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 14 through 17 for more information concerning Cancellations and No-shows.

HOLIDAYS – NO SERVICE

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