

Transportation = a key to independent living



One of the most important factors in Independent Living is the ability to get where you need to go! Here at Independence, Inc. we help make that possible!

Hours:

Monday— Friday 8 to 5
(Last ride at 4:00)

Fares:

In-town ride/per stop \$3
Within Dg. Co./per stop \$5
Out of town Medical \$30

Reservations/scheduling:

To reserve a ride,
call 785-843-5576
Monday - Friday 8am to 4pm

We accept Medicaid for non-emergency medical rides. Contact Logisticare at 1-877-796-5847 for more information.

Inclement Weather Policy: The Transportation Manager will assess road conditions and contact the Executive Director for closures. Updates on Independence, Inc.'s cancellations of rides or office closures can be found by calling Independence, Inc at 785-841-0333, by visiting us online at www.independenceinc.org or by listening to KLWN-AM 1320 radio station or channel 6News. Grievances: If you believe you have suffered a grievance, you should discuss the matter with the Executive Director within 5 working days of the occurrence .

5 Ways to Support Independence, Inc. Today!

- 1 • Join: Our email list at independenceinc.org
- 2 • Donate: online at independenceinc.org
- 3 • Follow us: twitter.com/independenceinc
- 4 • Volunteer: volunteerdouglascounty.org
- 5 • Friend us: facebook.com/independenceincCIL

Independence, Inc.
2001 Haskell Avenue
Lawrence, Ks 66046
Office 785-841-0333
Fax 785-841-1094

To schedule a ride 785-843-5576



advocacy

peer support

training

transportation

community education

With 5 accessible vehicles, Independence, Inc. can get you to and from work, home, school, recreation and medical appointments. We offer weekday door-to-door transportation throughout Douglas County and rides to medical appointments in Topeka, Kansas City and Leavenworth starting at just \$3

www.independenceinc.org

Who can ride the bus?

Service is available to the general public. All children 16 years old and under must be accompanied by an adult. Pursuant to Kansas law, children under 8 years old must use appropriate child safety seats or booster seats. If not provided by the parent or guardian, with advance notice, one will be provided by Independence, Inc.

Rides are provided weekdays from 8:00a.m. to 5:00p.m. except when our office is closed for a holiday. A list of holiday closings is posted in each van. Final rides begin at 4:00.

A \$3 fare is collected for each one-way, in-town ride, \$5 for each one-way ride within Douglas County, and \$30 for out of town medical trips. Passengers may also pay using a punch card, available at Independence, Inc. or online at www.independenceinc.org with a receipt presented to the driver.

Passengers who do not have payment can receive one round-trip ride but will need to pay for that trip either before the next trip is scheduled or at the time of the next trip. If payment is not received, the trip will be denied. In cases of extreme hardship only, arrangements may be made for a temporary reduction in fares. These exceptions are made on a case-by-case basis through our Information and Referral Specialist prior to the ride.

Passengers with disabilities may have one attendant with them riding at no charge



Ridership Policies...

Reservations/Changes: You may schedule a ride weekdays from 8:00am to 4:00pm. We cannot allow a change of ride destination the day of the ride.

No-Shows/Cancellations: A "no-show" is defined as a passenger who has scheduled a ride then failed to use the ride without a cancellation according to Independence, Inc. cancellation policy. A passenger having three no-shows in a 90-day period shall be suspended from riding privileges for 30 days. A letter of warning will be sent after each no-show in a 90 day period.

Cancellations must be made at least an hour in advance of the scheduled ride. Any attempt at cancellation less than an hour before the scheduled ride time will be treated as a no-show. If our office is closed, cancellations may be left on our voice mail.

Pick-up times/Wait Policy: Passengers need to be ready for pick-up 10 minutes prior to the scheduled arrival time. Drivers who arrive during the 10-minute window can only wait for 5 minutes for a passenger before departing. Upon arrival, the driver will immediately notify the passenger that they have arrived. If the driver cannot make contact with the passenger, Independence, Inc. will assume the passenger is declining the ride and it will be considered a no-show.

Because of the number of rides provided, it is not always possible for buses to run exactly on schedule. Passengers should allow extra time when scheduling, to assure those scheduling needs can be met.

Personal Assistance: Independence, Inc. proudly provides door-to-door, not just curb-to-curb, service. However, because of scheduling demands, drivers must limit personal assistance only to passengers with disabilities. Drivers are permitted to assist these individuals with activities directly related to boarding or disembarking the bus. They may also assist with coats, packages and doors. Passengers may bring on the bus, grocery and personal items purchased at stores during the trip but the quantity is limited to the amount that the passenger and driver together can carry to the dwelling in one trip. Drivers are not permitted to carry any item over 15 pounds.

Mobility Devices and Other Equipment:

Drivers are able to assist consumers on approved wheelchair ramps only. Drivers are not permitted to assist passengers with mobility devices up or down stairs. Drivers are not permitted to lift passengers or assist in transferring from a mobility device to vehicle seating. Such passengers must provide their own personal care attendant to assist in this type of transfer. Passengers using scooter-type equipment may transfer to regular seating for the ride.

Service Animals: Service animals are permitted to ride on the system as long as they are under control of the passenger and do not pose a direct threat to the health or safety of others.

Emergencies, Safety & Security: All passengers are required to wear seat belts. Please ask about our additional safety policies.

More Policy Information on back cover