

## HOURS

**Monday-Friday 8:00 - 5:00**  
with last rides beginning by 4:00

## FARES

**In-town rides:** \$3 per stop  
**Dg. County rides:** \$5 per stop  
**Out-of-town Medical:** \$30 round trip

## SCHEDULE A RIDE

**call or text 785-843-5576**  
Monday-Friday between 8:00-4:00

***Note: Reservations for rides fill up quickly. Please give two weeks notice when possible.***

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



**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.**



**To schedule a ride call or text  
785-843-5576**

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

Independence, Inc.  
2001 Haskell Ave.  
Lawrence, KS 66046

Office: 785-841-0333  
Fax: 785-841-1094

Office Hours: Monday-Friday  
8:30 am - 5:00 pm



**for people with disabilities**

- advocacy
- peer support
- training
- **TRANSPORTATION**
- community education



# RIDERSHIP POLICIES AND PROCEDURES

## ► Who can Ride?

Service is available to the general public. All children age 16 and under must be accompanied by an adult. As per Kansas law, children under age 8 must use an appropriate child safety/booster seat. If not provided by the parent or guardian, with advance notice, one will be provided by Independence, Inc. **Rides are provided weekdays between 8:00 and 5:00 except when our office is closed for a holiday or inclement weather.** A list of holiday closings is posted in each van. Final rides of the day begin at 4:00.

## ► Payment

A \$3 fare is collected for each scheduled stop, \$5 for each one-way ride within Douglas County, and \$30 for round-trip, out of town medical rides. Passengers may pay with cash or a pre-paid punch card, available at Independence, Inc. or online at [www.independenceinc.org](http://www.independenceinc.org). A receipt of an online punch card purchase must be presented to the driver. Passengers who do not have payment upon pick up can receive one round-trip ride but must pay for that trip before or at the time of the next ride. If payment is not received, subsequent rides will be denied. In cases of extreme hardship, arrangements may be made for a temporary reduction in fares. These exceptions are made on a case-by-case basis through our Core Services Manager prior to the ride.

## ► Changes/Cancellations

**Changes** to your reservation cannot be accommodated the day of the ride. Please allow as much advance notice as possible for any changes - the more advance notice, the more likely we will be able to accommodate the request.

**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.

A **“no-show”** is 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 will be suspended from riding privileges for 30 days. A letter of warning will be sent after each no-show in a 90 day period.

## ► Pick-up Time/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.

## ► Door-to-Door Assistance

Our drivers proudly offer door-to-door, not just curbside 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 aboard 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 & 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 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.