EXCELSIOR SPRINGS TRANSPORTATION GUIDELINES

The Excelsior Springs Transportation has guidelines for passengers to follow:

- Please have the correct monies
- Seat belts are provided
- Parents or guardian of a child weighing less than 40 pounds shall provide an approved child’s seat which can be secured with a conventional seat belt
- Guidelines as to how much time may be spent at each destination
- Our service does reserve the right to limit the number and size of packages allowed on the bus, please only purchase what you can carry on the vehicle
- Our service is a “curb to curb” service, Passengers are to be capable of riding our system without driver assistance,
- Do not leave your seat while the bus is in motion
- Do not eat or drink on the bus: open containers are not allowed
- Do not use tobacco of any kind
- No fighting, horseplay or arguing with others on the bus. Please no foul language
- Inappropriate touching, or sexually offensive behavior or talking is unacceptable
- No Show-3 consecutive times constitutes no more service
- We require all passengers maintain an acceptable standard of personal hygiene.
- No solicitations of any kind
- City of Excelsior Springs prohibits anyone from possessing or carrying weapons of any kind on City property and/or City vehicles.
- Individuals known to have a infectious disease (such as tuberculosis or childhood disease such as chickenpox, etc) or head lice shall be denied service pending notification that the disease has been rendered non-infections
- Service animals are allowed with required restraint

- Please do not talk to the driver when the bus is in motion, however a rider may give the driver directions to the destination

Failure to follow these rules may result in denial of services. When a rider violates any of these rules, the driver is to show the individual the rules and ask him/her to comply with them. Each time an individual refuses to comply or repeats violation of the rules, the driver is to file an incident report with Transportation Coordinator on the day the violation occurs. The Transportation Coordinator could determine to suspend the ridership privileges

Riders Grievance Procedure

www.city.yofesmo.com

Wheelchair Safety Guidelines

The safety of our driver and passengers are the number one priority!

The wheelchair/mobility device must fit 30"X 48" lift platform/footprint and weigh no more than 800 lbs combined weight passenger and device as set forth by the manufacturer.

If the combined weight exceeds the mechanical capabilities of the lift, other options could be:

A (Manual chair with personal attendant
B (Walker with a personal attendant

Vehicle operators are not permitted to assume the controls of power wheelchairs to assist riders with boarding/exiting vehicles

A passenger’s mobility device must be secured with the four point tie-down securement. Lifts were designed to board passengers who use wheelchair/mobility devices. We recognize some ambulatory riders may use the lift to enter/exit the vehicle. Passengers must be physically capable of boarding/exiting the vehicle on their own without assistance from driver.

“Legitimate Safety Requirements” include such circumstances as when a wheelchair/mobility device was of a size that would block an aisle and interfere with the safe evacuation of passengers in an emergency

Excelsior Springs Transportation strongly recommends no rider be transported while seated on their mobility device.
EXCELSIOR SPRINGS TRANSPORTATION GUIDELINES

The safest way to transport is for the passenger to transfer to a seat. Then the device can be secured.

PORTABLE ASSISTIVE DEVICES
There are a variety of different types of assistive devices used by those with mobility impairments. The devices, canes, walkers, oxygen tanks must be secured by the driver. Whether using steps or the lift, the passenger must be physically capable of entering/exiting the vehicle on their own.

WINTER WEATHER POLICY
During the winter, if Excelsior Springs School District closes due to snow/ice, our busses will not operate.

Passengers with disabilities may request modifications to current service procedures to access the service. To make a request, please call (816) 630-0754 ex. 425 or email pbraden@ci.excelsior-springs.mo.us.

Please submit request 24 hours in advance.
Rider Grievance Procedure

Informal Procedure

Excelsior Springs Transportation encourages riders who have complaints or suggestions for improvements to resolve the situation informally with the driver, and or Transportation Coordinator. Most service problems are simply the result of a misunderstanding or poor communication. If a situation cannot be resolved at the local level, the formal Grievance Procedure may be followed.

Formal Procedure

Riders, who feel they have been unfairly treated or not treated according to Excelsior Springs Transportation rules and regulations, should first notify the Director of Public Works in writing requesting a formal review of their recommendation. All recommendations must be signed by the rider. Address complaint to: Public Works Director 201 East Broadway Excelsior Springs, MO 64024, cbirdsong@ci.excelsior-springs.mo.us

The Director of Public Works will contact the Transportation Coordinator within five working days of receipt of the recommendation to schedule a review. The Director of Public Works will notify the rider in writing of the date, time, and location of the scheduled review. The Director of Public Works, Transportation Coordinator, and driver present, the local rider will have an opportunity to present their recommendation for change. The Director, Transportation Coordinator will then meet behind closed doors, to arrive at a decision. Within five working days of the decision, the Public Works Director will notify the rider again of the decision, this time in writing with the reasons for the final determination and the evidence on which it was based. A copy will go to the City Manager.

Right of Appeal

The appeal must be filed in writing to the City Manager at the Hall of Waters within 5 working days of the Public Works Director’s decision and finally, file in writing with the City Council.

Rider Comment and Suggestion Form

Are you satisfied with the service you get from Excelsior Springs Transportation? How could it be improved? If you have a comment or suggestion, please let us know. Your opinions help Excelsior Springs Transportation serve you better!

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________