



Transportation Division

“Spirit of Kokomo”

And

“City-Line Trolley”

Rider’s Guide

**Spirit of Kokomo and City Line Trolley, Transportation Division
10/2019**

The City of Kokomo Transit System’s Mission: To provide the citizens of Kokomo with coordinated, accessible, timely and safe transportation to health care, shopping, education, employment, public and recreational services by means of friendly, knowledgeable professional staff, enhancing the quality of life for our friends and neighbors.

- A. Affirmative Action:** Eligibility is without regard to race, color, religion, sex or national origin.
- B. Drug Free Workplace:** All employees of the City of Kokomo are prohibited from unlawfully manufacturing, distributing, dispensing, possessing, or using controlled substances in the workplace.
- C. Eligibility and Reservations:** Seniors 60 and over and disabled persons residing within the city limits of Kokomo are eligible for the Complimentary **Paratransit** through the **Spirit of Kokomo**
- All riders must apply with the **Spirit of Kokomo** by filling out an application; riders under 60 years of age must meet ADA criteria prior to riding the **Spirit of Kokomo**; SOK has 21 days to approve an application; if it is not approved within 21 days an applicant will be granted temporary ridership until a decision is rendered.
 - Riders must make reservations by calling 765-456-2078 during **Spirit of Kokomo** administrative hours which are 7:00 AM to 3:00 PM Monday - Friday, you may leave a trip reservation on the answering system within those same times (7am - 3pm), for trips needed the day after a holiday or on Sunday (as we are open Monday). You must leave your name, address, a good contact number, date, time of pickup (you must be ready to board the bus beginning fifteen minutes before requested time allowing for our 15 before and 15 after window). All rides may be reserved one week up to the day prior to the needed trip within the above reservation hours. The ADA allows **Spirit of Kokomo** to negotiate pickup times with passengers. For example: if you have requested a pick-up time for 10:00AM, it is perfectly acceptable for the **Spirit of Kokomo** to negotiate a pick-up time with you as early as 9:00AM or as late at 11:00AM, this includes trips left on answering system (they are not guaranteed times).
 - Dispatch will **not** be able to make any “same day” changes to scheduled rides. The **only** exceptions will be; if you wish to cancel mid-trips and be taken to your next or last destination (instead of a scheduled destination(s) we will accommodate your change request; however, you must tell dispatch the change when you call in for your pick-up. Bus driver cannot make changes and only deliver to the destination they are sent.
 - **The Spirit of Kokomo is unable to provide “Same Day” service.**
 - If a rider has a recurring requirement for a ride, they may make a “subscription” reservation. This may be a daily reservation or a weekly reservation. **Spirit of Kokomo** can maintain a waiting list for subscription reservations. In addition, restrictions on subscription reservations based on trip purpose can be maintained. This does not mean that **Spirit of Kokomo** can deny your trip. It just means they may not allow you to establish a subscription reservation and you may still have to make a separate reservation for each individual trip. Subscriptions may not consume more than 50% of the total scheduled trips at any given time.
 - You may call the **Spirit of Kokomo** to **cancel** a ride starting at 6:30am or leave a message on the voice service after hours. Trips must be cancelled at least one hour prior to scheduled pickup window. Failure to do so will result in the trip being classified as a no show.
 - Due to a number of variables, a **Spirit of Kokomo** vehicle may arrive as much as 15 minutes prior to the requested pick up time or as much as 15 minutes after the requested pick up time. Due to the large capacity of **Spirit of Kokomo** rider’s the driver will honk, knock (when able), wait 5 (five) minutes and then move on. Riders need to be ready or they will miss their ride. Dispatch will **not** be able to send another vehicle for rider’s who have missed their scheduled pick-up. Drivers will not be able to knock on doors inside of a complex as they must keep their vehicle within sight at all times.

- It is our policy to transport clients with portable oxygen and/or other needed portable medical devices.
 - SOK will monitor for excessively long trips by reviewing software reports/data monthly.
- D.** While reservations are required for the initial pickup, return trips may be handled as a (will call). For example, if a rider goes to a doctor they may call the reservation number (765-456-2078) for a return trip home. The **Spirit of Kokomo** will transport clients home or to the next prescheduled trip in case of medical/business cancellation or closing.
- E. Driver Assistance:** Drivers will assist passengers on and off the **Spirit of Kokomo** vehicles when requested.
- The **Spirit of Kokomo** is a “curb to curb” service. This means that a driver picks you up at your curb and drops you off at your curb and does not give you any assistance getting to and from your door. Curb-to-curb service means that you must be waiting at your curb for your pick up. Your driver is not required to carry your groceries or other items into your home or other destination. Driver assistance stops at the curb. However, if a passenger’s disability requires, door to door assistance will be offered to you.
 - Ambulatory riders may request the use of the wheelchair lift. Drivers should offer the availability of the lift if they feel the rider may be in need of assistance. If a rider requests the use of a wheelchair lift, drivers will deploy the lift. If the driver has to move the vehicle to deploy the lift, they will ensure the rider has a safe place to stand / sit and understand that they must move the vehicle and that the client must wait.
 - Passengers may only transport parcels that the passenger can carry in “one” trip or they can hold confrontable in their lap (they may not take up a seat in the vehicle or block the aisle way).

F. Emergency Procedures: All Transportation Division members must comply with emergency procedures. These procedures span from vehicular accidents to terrorist actions.

Weather Emergencies: Severe weather could impact the normal operation of the transportation system. These impacts may range from simply slowing the operation down to total diversion of the fleet to aid in evacuation or termination of all services. In the event of severe weather, announcements will be made on radio stations WWKI and WIOU. The radio stations should announce the following *stages* related to bus service.

- Stage I: Standard day-to-day configuration/dispatch procedure for the Spirit of Kokomo.
- Stage II: Implementation of minimum restrictions for the Spirit of Kokomo. At Stage II some locations may be inaccessible due to weather related events (limbs, flooding, and snowfall). Drivers will exercise discretion.
- Stage III: All discretionary travel is terminated. Only medically related rides will be given. This includes medical appointments, returns from medical appointments, and prescription runs.
- Stage IV: All travel is terminated except for evacuation/transport scheduled through an appropriate disaster response command center.
- Stage V: All travel is terminated and there is no requirement for evacuation.

Health/Terrorism Advisories: These advisories may be issued from time to time. In the event of an actual health or terrorism incident/event, transportation service will be subject to the implementation of the same restriction stages established for severe weather events. In the event a driver observes a situation that could present a biological threat to the community they should:

- Not panic.
- Not shake/empty the contents of any suspicious envelope or package.
- Immediately place item in a plastic bag or container to prevent further contamination. If you do not have a container, cover the suspicious item with clothing or a trash can.

- Immediately leave the area of the potentially contaminated item.
- Immediately wash your hands/face with soap and water. Take extreme care to avoid any unnecessary contact with people, things, or yourself.

G. Rider Restraint System: Everyone on a Spirit of Kokomo vehicle must wear the restraints provided for their riding position. This includes children in car seats or booster seats according to current Indiana State law. Seatbelts must be worn properly and adjusted to eliminate slack. Drivers may be required to assist the belting of riders. Riders in mobility devices must also be properly restrained.

H. Safe Transport: It is our responsibility to transport clients safely. A driver should never take a chance in transporting anyone they feel is unsafe. The rider's safety is paramount.

- **Denial of Service:** The Kokomo Transportation Department reserves the right as well as the responsibility to transport only those riders who we are able to handle safely. If a driver makes the judgment that they cannot transport the rider safely, the rider will be denied service. When service is denied, the driver should inform the rider for the reason and deal with the situation in a professional manner. The driver is also responsible to ensure Dispatch is informed about any service denials immediately; Dispatch must then log the denial of service. A driver may be required to work with Dispatch to obtain qualified medical transport or request KPD backup. All situations will be based on the driver's professional judgment. The following list contains some situations that may result in denial of service:

- ❖ Did not meet ADA disability criteria; letter of denial will be sent to client (client has the right to appeal).
- ❖ Rider is losing bodily fluids
- ❖ Rider is out of control or violent
- ❖ Rider is contagious and/or infested requiring medical attention or treatment. Rider will be required to show proof of successful treatment before riding again.
- ❖ Rider is disoriented and unable to reason.
- ❖ Rider refuses to wear appropriate restraints.
- ❖ Rider's mobility device is not working properly.
- ❖ Rider attempts to smoke or drink alcohol on the vehicle.
- ❖ Rider refuses to follow a driver's instruction or otherwise acts in an incorrigible manner.
- ❖ Rider engages in inappropriate conduct. (i.e. horseplay, fighting, harassment, etc.)
- ❖ Rider and mobility device exceeds the 700lb max weight limit for the Spirit of Kokomo lift, 800lb max weight limit for the City-Line Trolley System.

Complaints/ Denial of Service/Appeals/Title VI/ADA: When a rider has a complaint, believes they have been discriminated against or is denied service for any reason, they have the right to lodge a formal complaint and /or appeal the denial of service. To submit a complaint or appeal:

There is no specified format; however, City of Kokomo Transportation department requires that all appeals/complaints be filed within 60 days of the incident (180 days from date of incident for Title VI or ADA complaints). The process must allow an opportunity for the applicant to present evidence and arguments in person, via telephone, internet and/or in writing to an official from the Spirit of Kokomo who was not involved with the initial decision to deny eligibility or who was involved in the complaint. The appeal process is explained on the application denial letter.

What happens to my complaint after it is submitted to the City of Kokomo Transportation Department?

All complaints alleging discrimination based on race, color or national origin in a service or ADA benefit provided by City of Kokomo Transportation will be directly addressed. The City of Kokomo

Transportation Department shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, the City of Kokomo Transportation Department shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for investigation of the complaint, a City of Kokomo Transportation Department representative will contact the complainant first via telephone and if unsuccessful, then in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by the City of Kokomo Transportation Department, a written response will be drafted subject to review by the city's attorney. If appropriate, the City of Kokomo's attorney may administratively close the complaint. In this case a representative will notify the complainant of the action as soon as possible.

What is Title VI of the Civil Rights Act of 1964?

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color and national origin in programs and activities receiving Federal financial assistance.

City of Kokomo Transportation system is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

What is the Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services. The current text of the ADA includes changes made by the ADA Amendments Act of 2008 (P.L. 110-325), which became effective on January 1, 2009. If you believe you have been subjected to discrimination under the Americans with Disabilities Act of 1990 (ADA), you may file a complaint.

How do I file a formal Title VI or ADA Complaint?

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination. The complaint should include the following information:

Title VI or ADA Complaint

Transportation Department
Title VI/ADA Coordinator
100 S. Union Street
Kokomo, IN. 46901

By phone: 765-456-7400 (Business Office)

By Facsimile: 765-456-7577

By email: cstranahan@cityofkokomo.org

By internet: www.cityofkokomo.org

How will I be notified of the outcome of my complaint?

The City of Kokomo will send a final written response to the complainant and advise the complainant of his or her right to: 1) appeal within 7 calendar days of receipt of the final written decision from the City of Kokomo's Department and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

Can I file a complaint with another agency or organization?

In addition to the complaint process described above, you may file a Title VI complaint with the following offices:

Federal Transit Administration
Region V Office of Civil Rights
Attention: Title VI Program Coordinator
200 West Adams Street
Suite 320
Chicago, IL 60606
Telephone: (312) 353-2789
Fax: (312) 886-0351
Include date of application.

To file an ADA complaint
US Department of Justice
950 Pennsylvania Ave, NW
Disability Rights Sections – 1425 NYAV
Washington, D.C, 20530
Fax: (202) 307-1197

Administration Office Hours of Operation 7:00am - 3:00pm

Transportation Hours of operations:

City-Line Trolley: Monday – Friday 6:30am to 7pm

Spirit of Kokomo Para-Transit: Monday – Friday 6:30am to 7pm

765-456-2078

765-456-7556

765-456-7555

Trolley Routes posted on website: www.cityofkokomo.org under transportation

Rules

- Passengers are to remain clear of any and all ramps until necessary deployment is complete.
- No eating, drinking (water and documented medical issues excluded) or Smoking.
- No radios, MP3 players or laptops without earphones
- Please take the FIRST available seat as quickly as possible
- Please Keep children seated at all times
- No horseplay
- Pets are allowed to ride, however canines must be muzzled, on a leash and under the control of a competent adult, the only exception would be for a service animal or animals in a carrier
- No obscene or violent behavior, No profanity
- Shirt and Shoes required
- Please vacate priority seating for rider in need
- Please Do Not engage driver in conversation while the bus is in motion

DRIVERS DO NOT CARRY CASH

Title VI/ADA Complaint Form

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Americans with Disabilities Act The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

Note: The following information is necessary to assist us in processing your complaint. Should you require any assistance in completing this form, please let us know.

1. Complainants' Name _____
2. Street Address _____
3. City, State and Zip Code _____
4. Telephone Number (home) _____ business _____
Cell _____
5. Person discriminated against (if someone other than the complainant)
Name _____
Address _____
City, State and Zip Code _____
6. Which of the following best describes the reason you believe the
Discrimination took place? Was it because of your: (check reason)
a. Race/Color _____ c. Age _____
b. National Origin _____ d. Disability _____
7. What date did the alleged discrimination take place and the location?
Explain what happened and whom you believe was responsible. Please use the back of this form if additional
space is required.

8. Have you filed this complaint with any other federal, state, or local agency; or
With any federal or state court? _____ Yes _____ No
If yes, check all that apply:
 Federal Agency Federal Court State Agency
 State court Local Agency
9. Please provide information about a contact person at the agency/court where
The complaint was filed.
Name _____
Address _____
City, State and Zip Code _____
Telephone Number _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date