



2024 - 2025 Passenger Handbook

Mission Statement: Driving communities in the right direction with easy, convenient, and local transportation, improving quality of life by connecting people and communities.

Vision Statement: To create, offer and continuously improve our flexible regional public transportation option.

Core Values:

Responsibility to the citizens. We believe that communities have a moral and economic obligation to assist with transportation alternatives to meet the basic needs of our citizens who may be at an economic and/or physical disadvantage.

Role in regional development. We believe that public transportation plays an important role in shaping regional development and improving quality of life in our communities.

Collaboration. We believe that no single organization can support the transportation needs of the region. We must build broad based collaborations to have sustainability.

Responsibility to the passenger. We will provide a service that is affordable, accessible, and responsive to the passenger's needs.

Passenger loyalty. We will earn our passengers' trust by providing friendly, respectful, safe, and dependable service.

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1.1 Goals of the Handbook

KCTS is a transportation provider for Kimball County, Nebraska. This service has a set of policies and procedures that passengers are required to follow. It is to the benefit of all passengers that these policies and procedures outlined in this handbook are followed.

All policies will be enforced in a consistent and fair manner. If passengers perceive they have been treated unfairly, they have the option of filing an appeals complaint with KCTS as outlined below in notice of nondiscrimination and complaint procedure.

2.1 Hours of Operation

KCTS office hours and operating hours are different, but all operations are on Mountain Standard Time.

Schedules are available on-line www.ridekcts.com or in the office.

Reserve-a-Ride

Monday - Friday	6:00 am - 9:00 pm
Saturday & Sunday	9:00 am - 3:00 pm

Routes

Express – Daily	03:30am – 07:30pm
Extended Routes	06:30am – 06:30pm
InterCity	03:30am - Midnight

Office & Scheduling

Monday - Friday	7:00 am - 4:00 pm
Saturday & Sunday	9:00 am - 3:00 pm

Checkpoint Service

AM High Peak Tripper	07:00am – 08:00am
Regular Service	08:00am – 03:30pm
PM High Peak Tripper	03:30pm – 04:30pm

2.2 Description of Service

The KCTS provides multiple types of general public transportation including Flex Route and Request-a-Ride. These services are designed to assist passengers to reach places of employment, education, recreation, and vital services that directly affect their health, well-being, and ability to stay in their homes. There are multiple vehicles with modifications available to assist passengers who may be elderly, have special needs and/or disabilities. Please note we are on a first-come first-serve basis during service hours.

The flex route service covers a large area of the southern panhandle. It's designed to get more people between the neighboring towns on a schedule. The flex route offers the ability for flag stops and deviations within three quarters (3/4) of a mile from the route with a reservation that meets the route's time schedule. The deviation stop has an additional fare.

The Request-a-Ride service offers transportation for those not close to a route or who may need some additional assistance. It is a door-to-door service. Multiple passengers will be scheduled in the same vehicle as needed. Due to our high demand for this type of service we recommend you reserve your ride at least 72 hours in advance. Below is a list of service information, if you have any additional questions, please call our **reservation line 308-235-0262**.

2.3 Door to Door Assistance

KCTS recognizes the need to offer assistance to individuals, this may be the only way they can meet their needs. There are two levels of support we offer: Gentle Support such as opening the doors, carrying groceries/packages (20 pounds or less), and providing verbal guidance. Physical Support such as assisting with balance, climbing steps, or delivering a passenger to an attendant at the destination.

Drivers are not able to enter private homes for any reason, physically lift passengers or maneuver a mobility device up and down stairs. Drivers not allowed to go beyond the inside of the front doors of a business or medical facility to locate the passenger (not including residential facilities).

2.4 Service Areas



3.1 Scheduling Rides

The reservation line is open during the hours listed. It is important for reservations to be made as soon as possible. Reservations are on a first come first-serve basis and cannot be guaranteed. An additional fee may be charged to nonurgent same day requests if accommodation can be made to meet the reservation.

The reservation scheduler may require the following information: names of all the passengers, date of birth, phone number, pickup address, destination address, expected arrival time, payment method and any assistance the passengers may need.

3.2 Cancellations and No Shows

Passengers are encouraged to cancel scheduled pick-ups in a timely manner. Cancellations can be made by contacting KCTS up to 72 hours before your ride without penalty. Cancellations after the 72 hours but before 4pm the day before will be issued a credit on the account for future use. Any cancellation or lack thereof under that time will be considered a late cancellation and no refunds will be given. The scheduler will note cancellation in the passenger's record. Four (4) late cancellations in a 30-day period will be considered excessive, and the passenger will be suspended for 2 weeks. If another 30-day period of late

cancellations happens within a year period the passenger will be suspended for thirty (30) days.

A no show is defined as any instance in which a passenger is not ready or does not take their scheduled ride when the driver arrives and/or fails to notify the KCTS as described above. Upon arrival at the scheduled pick-up point, the transit driver will wait for the passenger to be visible and make their way to the vehicle for two (2) minutes. After two (2) minutes, the driver will continue on his/her route and the ride will be marked as a no show. Two (2) at the door cancellations in a 30-day period will be considered excessive, and the passenger will be suspended for 2 weeks. If another 30-day period of at the door cancellations happens within a year-period the passenger will be suspended for thirty (30) days.

3.3 Holidays and Bad Weather

It is the KCTS policy to keep services open as much as possible. However, the Transit Administrator may determine to close the service down from time to time such as holidays, training, road conditions or bad weather.

KCTS is a government entity and observes designated holidays. Due to the nature of public transportation, there are some holidays we stay open to provide limited service and some holidays we are completely closed.

Holiday	Closure Type
New Year's Day	Closed
Martin Luther King Jr. Day	Open
President's Day	Open
Good Friday	Open
Arbor Day	Open
Memorial Day	Limited Service
Independence Day	Limited Service
Labor Day	Limited Service
Columbus Day	Open
Veterans Day	Open
Thanksgiving (Thursday & Friday)	Closed
Christmas	Closed

Severe weather conditions make travel unsafe; services will be discontinued until conditions are more favorable. Passengers with scheduled rides will be notified as soon as possible. Notice will be given in advance if possible. Notices will be posted in the offices, on the website and Facebook.

Winter Riding

- Passengers are responsible for snow removal, so their driveway and/or sidewalk is accessible to board the transit vehicle.
- Allow extra time to reach your destination.
- Wear appropriate clothing for both waiting for the ride and riding to the destination.

4.1 Passenger Readiness

Passengers should be prepared for transit vehicles to arrive 10 minutes before or after your scheduled pick-up time. Schedule rides accordingly to arrive at your destination for appointments.

4.2 Passenger Personal Assistant & Guests

A Personal Care Attendants (PCA) is a person who is directly involved in the mobility assistance of the passenger and will be allowed to ride free of charge while accompanying the passenger. Generally, the following conditions would warrant a fare free attendant: immobility, disorientation, comprehension, and communication impairment. Any other person riding with a passenger will be considered a guest and will be required to pay full fare.

Personal Care Attendants (PCA) are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- Assisting the passenger from his/her door to the bus and back
- Opening doors
- Pushing wheelchairs to and from the vehicle
- Transfer assistance from mobility device to a seat
- Carrying packages
- Communicating with the driver (if passenger is unable)

4.3 Transporting Service Animals & Accommodation of Other Animals

KCTS allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. ADA's revised regulations define a "service animal" as a dog that is individually trained to do work or perform tasks for an individual with a disability. Where reasonable, miniature horses are also allowed as service animals.

The task(s) performed by the service animal must be directly related to the person's disability. Under the ADA, "comfort," "therapy" or "emotional support animals" do not meet the definition of a service animal. For more information about the rules and regulations regarding service animals, go to ADA's website https://www.ada.gov/service_animals_2010.htm.

Animals other than service animals as described above may be allowed, with a supervisor's approval, to ride the transit vehicle only in a secured pet travel carrier and must stay in the passenger's possession at all times. Animals cannot be left on the vehicles. An animal carrier bigger than what can fit on the passenger's lap will be required to purchase however many seats it takes to fit the carrier.

4.4 Passenger Safety

It is required that all passengers wear an approved safety device while riding on the bus. Passengers utilizing mobility devices will be required to have their mobility device properly secured.

A passenger who cannot enter the vehicle using the stairs or ramp, but who do not use a wheelchair, will be allowed to enter the vehicle using the lift.

Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the passengers. The driver may recommend that a passenger transfer from his or her mobility device into a vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

State law applies when handling the safety and security of all passengers including children, car seats and reasonable accommodation requests.

Please keep your personal belongings within reach. Drivers are not responsible for lost, stolen or damaged items.

4.5 Passenger Rules & Responsibilities

The general rules listed below are not intended to be all-inclusive but are considered a guideline for proper passenger behavior.

1. Passengers shall wait until the transit vehicle has come to a complete stop before attempting to board or disembark. All passengers shall stay seated until the vehicle stops.
2. No roller skates, roller blades, ice skates, etc., are to be worn in the bus.
3. All passengers are to be clothed and wearing some form of protective footwear.
4. While waiting for the transit vehicle at the designated pick-up point, passengers shall stay off the traveled roadway at all times. Passengers shall not walk along the side, directly in front of or behind the bus for any reason.
5. All passengers will take a seat if one is available and remain seated while the vehicle is in motion and for the duration of their ride.
6. Passengers shall be considerate of others at all times. Threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other improper or disruptive behavior towards anyone or themselves will not be tolerated.
7. Devices such as phones (playing music or games), radios or I-Pods can only be used with headphones.
8. Passengers carrying open alcoholic beverages and/or under the influence of alcohol and/or carrying or using illegal substances will not be permitted in the transit vehicle.
9. Passengers shall keep hand(s), head, or any other body part inside the bus and within their seated area.
10. Passengers shall obey the driver willingly and report any problems to the bus driver or dispatcher promptly.
11. Passengers shall assist in keeping the transit vehicle clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.
12. Eating or drinking beverages in the vehicle is not permitted.
13. Use of tobacco products is strictly prohibited.
14. Lighting matches, lighters, or any other type of flammable material is not permitted on the vehicle.
15. Any items that the driver assumes may be explosive or any type of weapon is not permitted on the vehicle.
16. A limit of to the carry-on packages are allowed.
 - a. The equivalent of 5 paper bags per person.
 - b. An attendant may travel to assist with the loading/unloading of packages.
 - c. No one package should weigh more than 20 pounds.
17. An oxygen tank must be portable and secured in some fashion so it cannot fall or roll. Securement can be a seat belt or tank holder on the wheelchair.

4.6 Child Passenger Policy

KCTS has established rules, roles, and responsibilities in the transportation of children. Before a child rides the transit vehicle a child passenger form must be filled out and signed by the parent or guardian.

Violations of these rules by either the child or the parent may lead to service suspension. Therefore, the following policies will be followed.

Checkpoint Services

Checkpoint services are not a door-to-door service. At KCTS marked bus stops children can get on and off. It is not the responsibility of KCTS to monitor children's pick-up and drop-off locations. However, KCTS does provide other services with different options. All rules including appropriate behavior must be followed while on the bus.

Reserve-a-ride services for Children

Children ages preschool to 5

1. No child under preschool age is permitted to ride alone.
2. Parent or guardian must schedule the trip and can only be transported alone to the following locations:
 - a. Pre-school, school, daycare, and home.
 - b. An adult must be at the pick-up and drop-off locations.
3. If appropriate supervision is not at the destination location to accept the child, he or she will NOT be left at the drop off location. Drivers will be instructed to contact local law enforcement.
4. Federally approved child passenger restraint system must be used. The parent/guardian is responsible for providing a child passenger restraint system that meets the federal and state requirements. If the parent or guardian does not have one KCTS will make every effort to provide one. This provision is made on a first come, first serve basis.

Children ages 6 to 10

1. Parent or guardian must schedule the trip and provide appropriate supervision during the ride, unless the child is being transported to the following locations:
 - a. Agency to Agency transportation within the local routes such as school to daycare.
 - b. Adults must be at the pick-up and drop-off locations except for bus stops used for school attendance within the city route.
2. If appropriate supervision is not at the destination location to accept the child, he or she will NOT be left at the drop off location. Drivers will be instructed to contact local law enforcement.
3. Federally approved child passenger restraint system must be used. The parent/guardian is responsible for providing a child passenger restraint system that meets the federal and state requirements. If the parent or guardian does not have one KCTS will make every effort to provide one. This provision is made on a first come, first serve basis.

Children age 11 and older

1. All passengers are required to use seatbelts while the vehicle is in motion.
2. Parent or Guardian must set up initial services with KCTS and provide contact information. Parents acknowledge children 15 and above are able to schedule and cancel rides until parent/guardian terminates services.
3. No rides will be permitted until both the parent/guardian and child have signed this policy. The only exception to this policy is for a parent/guardian scheduled urgent agency to agency transport within the Kimball route such as public school to clinic.

5.1 Notice of Nondiscrimination & Complaint Procedure

The KCTS complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity laws. Kimball County Transit serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. KCTS shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by KCTS solely based on his/her race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Title VI complaints of alleged discrimination and inquiries regarding the nondiscrimination policies of KCTS may be directed to Christy Warner - Transit Administrator. Complaint forms are available at KCTS located at 233 S Chestnut Street Kimball, NE. 69145.

5.2 Complaint & Grievance Procedures

As a recipient of State and Federal funds administered by the Nebraska Department of Roads, KCTS hereby attests that it will abide by the eligibility guidelines and service priorities as stipulated by all applicable laws, rules, and regulations. The process for submitting a Title VI complaint is outlined in the Nondiscrimination section of this handbook. For all other complaints, contact the following for additional information and a copy of the complaint form:

Kimball County Transit Service
Attn: Transit Administrator
233 S Chestnut Street
Kimball, NE 69145
(308) 235-0262
administrator@rideKCTS.com

Upon receipt of the complaint, the KCTS representative will request written details of the complaint or take an oral statement from the complainant. The complaint should include all details regarding the situation including date, time, driver, problem, etc. All complaints or statements should be signed or, if by telephone, the actual complainant should be the individual calling. Complaints received by telephone will be investigated and resolved prior to ending the call. A written response will not be required if the complainant is satisfied with the resolution. Upon completion of the investigation, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than 10 days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the Nebraska Department of Roads, Transit Section, and a copy will be kept on file at **KCTS 233 S Chestnut Street, Kimball, NE 69145**.

6.1 Violation of Policy

KCTS reserves the right to terminate services immediately. However, any minor violation of the policies, rules, and procedures outlined in this handbook will result in the following:

First Offense:	A warning letter will be issued.
Second Offense:	A second letter will be issued which will result in rides being discontinued from one week up to a month depending on the severity of the violation.
Third Offense:	A third and final letter will be sent, and rides will be discontinued indefinitely.

6.2 Suspension of Service

A suspension of Service notice will be sent to the passenger. All suspensions will go into effect three (3) calendar days from the date of the letter notifying the passenger of service suspension. The notice will also advise passengers of the dates when the suspension begins, and the date customers can begin to use the transit service again.

Actions leading to a suspension and/or termination of service include but are not limited to the following:

No shows	Excessive late cancellations
Misuse of service	Displaying uncooperative behavior
Impeding safe vehicle operation	Offensive or immoral behavior
Smoking in the vehicle	Willful damage to customer or transit property
Unlawful action	Issues related to the health and safety of others.

6.3 Appeal of Suspension of Service

Should a passenger wish to appeal the KCTS decision to suspend or terminate service, they must give written detail of the reasoning for the appeal or give an oral statement of their appeal reasoning. All appeals should be signed or, if by telephone, the actual appeal should be verbally given by the suspended individual.

The appeal process includes an opportunity to be heard and to present information. The decision on the appeal must include someone uninvolved with the initial decision to deny eligibility. If appropriate the appeal may be heard by the Kimball County Board of Commissioners. Written notification of the result must be provided, with reason(s) stated. If the transit agency has not made a decision within thirty days of the completion of the appeal process, service must be provided until and unless a decision to deny the appeal is issued.

7.1 Local, Extended and Regional Fares and Passes

Current prices for transportation are also available on our website rideKCTS.com. The prices listed are accurate as of the revision date listed on the cover of this handbook. Fares are calculated in the pickup and drop off zones. Please call our office to get the exact price of your trip based on the miles below.

\$2	Day Pass for Kimball Checkpoint (Local Delivery Fee for Kimball & Chappell)
Monthly Passes - First to End of Month	
\$10	Kimball (Kids) Includes Kimball County
\$20	Kimball (Adults) Includes Kimball County
\$25	Kimball for Potter, Harrisburg, and Pine (Adults & Kids)
\$10	In town Chappell (Adults & Kids)
\$25	Deuel County Area – Big Springs, Ovid, Sunol, Julesburg, Lodgepole
\$5	Kimball County & Deuel County Area (Delivery Fee)
\$10	Daily Extended Service - Sun Line, Sky Line & Star Line
\$50	Monthly Extended Service - Sun Line, Sky Line & Star Line
\$75	Per person each way – Red Line
\$50	Per person each way – Red Line (group of 4 or more)

Red Line Luggage Fee – every oversized bag, bag over 50 lbs and every bag after two.

On-Demand Miles	Same On-Demand Round Trip	Discounted One-way Fare	Fare per additional stop	Credit Card Fee
0-5	\$2	\$1	\$1	\$0.50
6-15	\$4	\$2	\$1	\$0.75
16-30	\$10	\$5	\$1	\$0.75
31-45	\$20	\$10	\$1	\$1.00
46-60	\$25	\$15	\$1	\$2.00
61-75	\$30	\$20	\$5	\$2.00
76-105	\$50	\$25	\$5	\$2.25
106-150	\$75	\$40	\$5	\$3.50
151-199	\$125	\$65	\$5	\$3.50
200+	Use Fare Calculator			

Same Day On-Demand Booking Fee: \$25

Cancellations: Same Day – No Refund

Within 24 hours – fare credit to KCTS account

Cancellations

Same Day – No refund

Day before by 4pm – fare credit to passenger's account

More than 72 hours – a refund will be processed upon request through the county claims.

