

The JO - Special Edition Premium Reservation Service Program Policies

The JO–Special Edition Premium Reservation Service Program (Premium Reservation Service) allows current regular Special Edition customers who are in good standing (no outstanding fines, fees, or suspensions) and are regular riders (three, four or five day each week) to schedule an indefinite time period of fixed scheduled service. Benefits of the Premium Reservation Service are:

1. Riders do not need to call every other week to request ride reservations. Riders will need to call and cancel unwanted trips at least two hours in advance of their pick-up. Cancelling these unnecessary trips allows other Special Edition clients to schedule during that time.

To cancel a trip, please call 913-362-3500. Cancellations can be left on voice mail after-hours.

2. No fare card or pass is necessary.
3. Premium Reservation Service customers are billed in advance for the service and collecting fees. Monthly statements are mailed the first of each month and payment is due by the 22nd of the month prior to service delivery.

Riders must pay for service regardless of usage – this includes vacation, sick leave or an extended leave period. If a rider suspends her/his service for an extended period of time (greater than one month) and plans to restart the same scheduled service in the future, the customer must pay the same monthly fee each month in order to “reserve” the time slot. Riders will also be charged for any additional trips in the event of a “No Show” (“No Show” Policy statement is on the following page).

Riders that choose to discontinue their Premium Reservation Service, have no guarantee that they will be reinstated to the service at a later date. Reinstatement to the Premium Reservation Service will be contingent upon trip time, trip frequency, and availability of service.

Fares

Premium Reservation Service fares, both regular and reduced fares are determined the same as regular Special Edition fares. However regular Premium Reservation Service riders will be charged an addition \$1 per ride for service. Reduced Fare riders will be charged an additional \$.50 per ride for service.

Enrollment

For regular Special Edition customers to enroll in the Premium Reservation Service program, they must complete “The JO – Special Edition Premium Service Application”

located on-line at www.thejo.com, complete the entire application, listing any special needs and emergency contact information on the back of the application and submit it on-line, FAX it to 913-715-2475, or mail it to:

Johnson County Transit
1701 West 56 Highway
Olathe, Kansas 66061
Attn: Special Edition Coordinator

The application and requested schedule will be reviewed to determine if there is service capacity for the requested schedule. The Premium Reservation Service has a fixed amount of service capacity and it is currently full. Applicants' names are placed on a waiting list that is reviewed as riders leave the service and space becomes available.

No Show Policy

"No Show" is defined as follows:

- The driver arrives at the pick-up location, waits five (5) minutes and the scheduled rider does not board the vehicle.
- If the rider requests it and the schedule permits, a vehicle may return at a later time. **Riders will be charged for the additional trip.** Please be aware that the drivers are on a tight schedule.

Riders will receive written notification within five business days each time a scheduled trip is not cancelled at least two hours in advance or a "no show" incident occurs. The written notification will detail the time, violation date and location of each incident and the fee if an additional trip was scheduled. Customers will have five business days from receipt to appeal or pay the reschedule trip fee. A response or appeal may be made by e-mail, FAX (913-715-2475) or mail. Payment may be made by cashier's check, money order or personal check payable to Johnson County Transit. If appropriate payment is not made the rider may be suspended from the service. Contested decisions, based on question of fact, may be appealed to the Johnson County Transit (JCT) staff. Appeals must be made within 5 business days. An Appeals Committee, consisting of JCT staff members and members of the Johnson County Transportation Council, will rule on the appeal. The decision of the Appeals Committee is final. Following an unsuccessful appeal process, riders will be charged the regular fare for the appealed trip(s).

Fee payment or appeal may be mailed to:

Johnson County Transit
1701 West 56 Highway
Olathe, Kansas 66061
Attn: Special Edition Coordinator

Suspension Policy

The JO-Special Edition Premium Reservation Service Program also has a suspension policy for issues dealing with inappropriate behavior. Definitions of inappropriate behavior include, but are not limited to:

- Theft from other riders or staff
- Use of obscenities, profanity or other offensive language, not related to the rider's disability
- Violence - threat or act that puts riders and/or driver at risk
- Harassment of staff (including drivers)
- Attempting to board a Special Edition vehicle while carrying:
 1. firearms or a concealed weapon of any kind,
 2. open containers of alcoholic beverages,
 3. unauthorized, controlled or illegal substances,
 4. highly combustible materials,
 5. and/or animals (exception: animals trained to assist persons with a disability or those in a self-contained pet carrier).
- Failure to remain seated with seat belt buckled when the vehicle is in motion
- Eating or drinking on the vehicle
- Smoking, chewing tobacco or using snuff while on the vehicle
- Solicitations of any kind
- Talking to or otherwise distracting the driver while the vehicle is in motion (exception: giving directions to a destination).
- Chronic abuse of "no shows" that adversely affect the service operation and efficiency.

A single violation of any of the items listed above or any behavior or actions deemed inappropriate may result in suspension. If a rider violates any of these rules, the driver will inform the rider and/or caregiver of the policy and ask the rider to comply. Each time an individual refuses to comply or repeats a violation, the driver will file a written Incident Report. The Incident Report will detail the situation, including date, time and location of the incident and the rider(s) involved. Notification will be sent to the rider(s) (and/or caregiver) within two business days of the incident, the policy that was violated, the number of incidents the rider has had and the potential suspension should further violations occur. Three violations of this policy within a rolling 90 calendar day period may result in a suspension of up to one year. All one year suspensions will be reviewed by the appeals committee automatically.

The driver, any time service is denied to a rider, will complete an Incident Report. The Incident Report will detail the reason(s) for service denial, including date, time and location of the incident and the rider(s) involved. A copy of the incident report will be mailed to the rider(s) involved within two business days. All incidents of service denial will be reported immediately to the Johnson County Transit staff.

Service denial or suspension decisions will be determined by Johnson County Transit staff and can be appealed. Appeals must be made within five business days of the suspension. Appeals are to be submitted to:

Johnson County Transit
1701 West 56 Highway
Olathe, Kansas 66061
Attn: Special Edition Coordinator

An Appeals Committee, consisting of JCT staff members and members of the Johnson County Transportation Council will rule on the appeal. The Appeals Committee has ten business days to resolve the appeal. Decisions on service suspension will be made on a case by case basis. The decision of the Appeals Committee is final.

Riders will not be allowed to request trip reservations while suspended or while an appeal is pending.

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