Transportation Division

"Spirit of Kokomo"

And

"City-Line Trolley"

Riders Guide

Spirit of Kokomo and City Line Trolley, Transportation Division
September 2008
Updated 6.2020 by Tammy Corn
Updated 12.2020 by Jan Basil and Dave Trine
Updated 08.2022 by Jan Basil and Dave Trine
Updated 02.2023 by Dave Trine and Jan Basil
Updated 05.2024 by Leigha Hedrick

The City of Kokomo Transportation 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 a friendly, knowledgeable, professional staff. Enhancing the quality of life for our friends and neighbors. We avow to follow ADA, FTA and Title VI guidelines to assure we exceed the client's expectations.

Confidentiality: All information as to personal facts and circumstances obtained by the Spirit of Kokomo on a client shall be treated as privileged communications. This information shall be held confidential and not be divulged without written consent of the client, his/her guardian, responsible parent if client is a minor child, or except as required by law or other terms of this agreement. Nothing prohibits the disclosure of information in summaries, statistics, or other forms which do not identify particular individuals.

Transportation Division Policy and Procedure Manual

Oversight: The Director of transportation will oversee all transit daily operations, concerns and complaints. If there is an unresolved issue not related to Civil Rights or ADA, The Citizens Advisory Committee on Transportation will address the concern. They (CAC) will report items of transportation interest to the Kokomo Howard County Governmental Coordinating Council (KHCGCC) staff for transit oversight. Action items received from these groups will be taken to the City of Kokomo Corporate Council to ensure any proposed actions are supportable. Any changes proposed, requested and adopted, or for state and/or federal funding will be taken to the Kokomo Howard County Governmental Coordinating Council (KHCGCC) and, if necessary, included in the Transportation Improvement Program (TIP) and approved by the KHCGCC Policy Board.

Affirmative Action: Eligibility is without regard to race, color, religion, sex or national origin.

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.

Eligibility and Reservations: Seniors 65 and older residing within the city limits of Kokomo, as well as any disabled person that meets the ADA Paratransit criteria 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 65 years of age must meet ADA criteria prior to riding the Spirit of Kokomo**.** Riders 65 years and older with a qualifying disability are encouraged to complete the ADA Paratransit application, as senior trips may be limited**.** The SOK has 21 days to approve a Paratransit application; if it is not approved within 21days 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, trips needed for days after a holiday or weekends may be left on the answering system within those same times (7am -3pm). 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 the 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 last destination (instead of a scheduled destination(s) we will accommodate your change request and take you to your final destination).
- **The Spirit of Kokomo is unable to provide "Same Day" service or Changes.**
- If a rider has a recurring requirement for a ride, they may make a "subscription" reservation (as long as the total subscriptions do not exceed 50% of trips scheduled); these may be a daily reservation or a weekly reservation. Spirit of Kokomo can maintain a waiting list for subscription reservations if the current capacity is 50%. 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.

- A client may call the Spirit of Kokomo to **cancel** a ride starting at 6:30am or leave a message on the voice service after hours. A client must cancel a trip one hour in advance, this includes the will call trips. Last trip of the day for pickup MUST be called in by 6:15pm to assure transportation before transit closes at 7pm.
- 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 (*as long as the driver can maintain sight of the vehicle), 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/facility 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. Make sure you plan ahead to have enough supplies for the day. We cannot run by your house for you to pick up more supplies.
- Personal Care Attendants and/or companions are allowed to ride with patrons.
- SOK will monitor for excessively long trips by reviewing software reports/data monthly.
- 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 client's home or to the next prescheduled trip in case of medical/business cancellation or closing.
- Visitor Policy: If you enjoy paratransit services in your area of residency, you will be provided with 21 days of service in a 365-day period. Proof of service in the area of residency is required. Requests for service from visitors shall be reviewed with eligibility determined not more than one day after receipt of application. ID verification is required for all clients.

Driver Assistance: Drivers will assist passengers on and off the Spirit of Kokomo vehicles when requested. Drivers are to be outside the door when client enters or exits Spirit of Kokomo vehicle.

- 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 cannot 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, or a client requests 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 must move the vehicle to deploy the lift, they will ensure the rider has a safe place to stand/sit while moving the vehicle.
- Passengers may only transport parcels that the passenger can carry in "one" trip or they can hold comfortably on their lap (they may not take up a seat in the vehicle or block the aisle way).

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 and the City of Kokomo-City Line Trolley Facebook Page. The media including social media will announce the following *stages* related to bus service.

- Stage I: Standard day-to-day configuration/dispatch procedure for the City of Kokomo Transit System.
- 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 essential transportation will be given. This includes medical appointments, returns from medical appointments, necessary trips for food 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.

Outbreaks/Epidemics/Pandemics: What is an outbreak? An outbreak is a sudden rise in the number of cases of a disease.

- An outbreak may occur in a community or geographical area, or may affect several countries. It may last for a few days or weeks, or even for several years.
- Some outbreaks are expected each year, such as influenza. Sometimes a single case of an infectious disease may be considered an outbreak. This may be true if the disease is rare (e.g., foodborne botulism) or has serious public health implications (e.g., bioterrorism agent such as anthrax).

What is an epidemic? An epidemic occurs when an infectious disease spreads rapidly to many people. In 2003, the severe acute respiratory syndrome (SARS) epidemic took the lives of nearly 800 people worldwide.

What are pandemics? A pandemic is a global disease outbreak. It differs from an outbreak or epidemic because it:

- Affects a wider geographical area, often worldwide.
- Infects a greater number of people than an epidemic.
- Is often caused by a new virus or a strain of virus that has not circulated among people for a long time.
- Humans usually have little to no immunity against it. The virus spreads quickly from person-to-person worldwide.
- Causes much higher numbers of deaths than epidemics.
- Often creates social disruption, economic loss, and general hardship. We follow State, City protocol as well as the OSHA guidelines: https://www.osha.gov/Publications/influenza_pandemic.html

Rider Restraint System: All passengers on a Spirit of Kokomo vehicle **must** wear the restraints provided for their riding position. 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. On fixed route buses, riders are not mandated to wear seatbelts. Those in mobility chairs must be properly secured down.

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/management's professional judgment. The following list contains some situations that may result in denial of service: FTA Circular 4710.1 Section 37.5(h) permits transit agencies to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or that individual constitutes a direct threat to others.

- A direct threat also includes: Rider is contagious and/or infested with a pest, requiring medical attention or treatment. Rider will be required to show proof of successful treatment before riding again. *Please see exhibit A
- Did not meet ADA disability criteria to ride SOK; letter of denial will be sent to client (client has the right to appeal).
- Rider is losing bodily fluids
- Rider is out of control, violent or makes threats to another rider or driver.
- Rider is disoriented and unable to reason.
- Rider refuses to wear appropriate restraints.
- Rider's mobility device isn't working properly. (Drivers cannot work controls of an elect. chair.)
- Rider attempts to smoke, drink alcohol or commit any crime on the vehicle.
- Rider refuses to follow a driver's instruction or otherwise acts in an incorrigible manner.
- Rider is out of control or violent: rider threatens, attacks, or verbally abuses any driver or passenger. This includes throwing items, kicking, punching, and/or defacing transit property.
- Rider refuses to wear face coverings when asked, driver may refuse service.
- Rider engages in inappropriate conduct. (i.e. horseplay, fighting, harassment, etc.)
- Rider and mobility device exceeds the 1,000 lb MAX weight limit for the Spirit of Kokomo lift, 1,000lbs City-Line Trolley System and rider is unable to transfer to vehicle seating.

Complaints/ Denial of Service/ Right to Appeal/ 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 complaint or appeal. To submit an appeal or a complaint:

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.

Appeal a Paratransit Eligibility Determination (Denial of Paratransit Service): Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.125(g), transit operators must "establish an administrative appeal process through which individuals who are denied eligibility can obtain review of the denial." The transit operator may require that any appeal be filed **within 60 days** of the denial of an application. The appeal process must include an opportunity for the applicant to be heard and to present information and arguments. Decisions regarding the appeal cannot be made by anyone who was involved in the initial decision to deny eligibility. The transit operator must provide the individual with written notification of its decision and the reasons for it. The transit operator is not required to provide paratransit service while the appeal is under consideration; however, if a decision has not been made within **30 days** of the completion of the appeal process, the operator must provide paratransit service from that time until and unless a decision to deny the appeal is issued.

If you have been denied the Spirit of Kokomo Paratransit services and you would like to appeal the decision: Send a written request to appeal within **60 days** of the date of the denial letter:
The written intent to appeal should be sent:

By first class mail to 219 E. Sycamore St. Kokomo, IN 46901, or
By email to transportation@cityofkokomo.org, please cc: tcorn@kokomompo.com, or
By fax to 765.456.7239 or 765.459.9184

The written intent to appeal may state the reason(s) for the appeal with supporting information, and this would be helpful for review the appeal, but this is not required.

At any time before the appeal hearing, the applicant may submit to the transit director, additional supporting documentation that may help change the determination of service. If this occurs the hearing date will be cancelled.

Appeals Hearing: Once the intent to appeal is received, a member of the transit department will schedule an Appeals Hearing within 30 days.

- The appellant will be notified in writing of the date, time, and location of the Hearing.
- The appellant may attend in person along with an attendant or representative if desired; however, attending in person is not required.
- If the appellant does not attend in person, they may have another person attend as the representative. This also is not required.
- The appellant may provide before the Hearing or bring to the Hearing any information or evidence, orally or in written form, that supports the appellant's appeal.

Appeals Committee: The appeal will be heard by the Appeals Committee, which is composed of 3-5 members of the Citizens Advisory Committee (CAC). The CAC currently consists of members representing the United Way of Howard and Tipton County, Howard County Health Dept. Nursing Div., KHCGCC Transit Manager and Executive Director, Director of the City of Kokomo Transit System, President of the Kokomo/Howard County Plan Commission, the Kokomo Trustee, the Rescue Mission, the Howard County Public Library, Director of the Samaritan Care Givers, and the President of the Carver Center. Please note- the staff member who made the determination on eligibility or the service suspension must not be involved as a member of the Appeals Committee.

Decision: The Appeals Committee will make a decision on the appeal within **30 days** of the Appeals Hearing and provide the decision and reasons for the decision to the appellant in writing. If a decision on the appeal has not been made within 30 days after the Appeals Hearing, the appellant will be provided ADA paratransit service until a final decision is made.

Is ADA paratransit provided during the appeals process? The provision of ADA paratransit from the time when the appeal is received by the City of Kokomo Transit System to the time when a decision on the appeal is made depends on the reason for the appeal:

- If the appellant is a new applicant for ADA paratransit, no ADA paratransit will be provided until a decision has been made by the Appeals Committee.
- If the appellant is currently eligible for ADA paratransit and whose recertification is denied or given conditional or temporary eligibility, ADA paratransit will be provided until a decision has been made by the Appeals Committee.
- If the appellant is appealing service suspension due to a patten or practice of no-shows, ADA paratransit will be provided until a decision has been made by the Appeals Committee.

Grievance Procedure under The Americans with Disabilities Act (separate procedure established if applicant of the paratransit system is denied eligibility, see above)
This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Kokomo Transit System. The City of Kokomo's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than **60 calendar days** after the alleged violation to:

Dave Trine,
ADA Coordinator
100 S. Union St.

Kokomo, IN 46901

Within 15 calendar days after receipt of the complaint, ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Kokomo Transit System and offer options for substantive resolution of the complaint.

If the response by Dave Trine or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to:
The City of Kokomo Human Rights Commission
100 S. Union St.
Kokomo, IN 46901
https://www.cityofkokomo.org/departments/human_resources/human_rights_commission.php

Within 15 calendar days after receipt of the appeal, the City of Kokomo's Human Rights Commission or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City of Kokomo's Human Rights Commission or designee or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Dave Trine or his designee, appeals to the City of Kokomo's Human Rights Commission or designee, and responses from these two offices will be retained by the City of Kokomo for at least three years.

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

Title VI 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

Reasonable Modifications
Department of Transportation (DOT) issues regulations implementing the transportation and related provisions of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended. These regulations apply broadly to both public and private entities and to almost all types of transportation services, including fixed route bus and rail (e.g., commuter, rapid, and light rail), complementary paratransit, demand responsive service and ferry service.

Title II of the ADA applies to public transportation provided by State and local governments. Section 504 applies to all organizations and agencies that receive federal funding. Both laws require that policies, practice and procedures be modified so that the transportation services are accessible to individuals with disabilities.

Modifications that make public transportation accessible to individuals with disabilities may include ramps, lifts, changes in stop locations, designated seating areas, complementary (non-fixed route) bus systems.

Rider's Responsibilities:

1. Provide a clear description of the modification needed to use the transportation service (for example, relocating a bus stop to the next block if the current location is inaccessible).
2. Make the modification request as far in advance as possible, particularly when there is a long-term problem. For example, there is no accessible bus stop, the ramp to the passenger's front door is too steep to be picked up at the front, construction blocks the regular route, etc. Advance requests can be made at any time during the eligibility determination, reservation, or complaint process.

Transit providers do not need to provide a modification if it:

1. Causes a direct threat to the health or safety of others. For example, when assisting a passenger means leaving the transit vehicle unattended in a high traffic area, that could likely result in a collision and endanger the safety of the other passengers.
2. Results in a fundamental alteration of the service. For example, if an individual requests the driver of a fixed-route service to stop at a location that is not on the scheduled, this is a fundamental alteration to fixed-route service.
3. Is unnecessary in order for the individual with the disability to receive services. For example, a passenger asks to sit in the same seat ever time because of a personal preference.
4. Results in an undue financial or administrative burden to the transit agency. An individual who requests a specific driver for a paratransit trip may be denied this request because this would cause an administrative burden.

Common examples of reasonable modification requests in fixed-route transportation include:

- Positioning the bus for loading and unloading in a location where there are no obstructions, such as construction.

- Allowing a person with diabetes to eat on the bus to avoid a drop in glucose.

Common examples of reasonable modification requests in paratransit include:

- Picking a rider up at a building entrance that is flat and unobstructed.

- Helping an individual who is blind get to the front of the building in extreme weather.

How do I file a Request for Reasonable Modification?
You may file a signed, written request at any time regarding an existing stop, route or policy. Public notice will be provided regarding new projects with a specific comment period outlined in the public notice.

How will I be notified of the outcome of my request?
The City of Kokomo Transportation department will send a final written response. Every effort will be made to respond to Requests for Reasonable Modifications within 60 working days of receipt of such requests, if not sooner. IF the request is denied you have the right to: 1) appeal within 7 calendar days of receipt of the final written decision from the City of Kokomo's Transportation Department and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration.

Reasonable Modification Request Form

Department of Transportation (DOT) issues regulations implementing the transportation and related provisions of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended.

Title II of the ADA applies to public transportation provided by State and local governments. Section 504 applies to all organizations and agencies that receive federal funding. Both laws require that policies, practice and procedures be modified so that the transportation serves are accessible to individuals with disabilities.

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

1. Name _____
2. Street Address _____
3. City, State and Zip Code _____
4. Telephone Number (home) _____ business _____
   Cell _____
5. Service modification is being requested for ___ Spirit of Kokomo ___ City Line Trolley

6. Description of requested modification

_____

_____

_____

7. Description of inconvenience caused by current policy or procedure

_____

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.

_____ _____

Signature Date

Passenger Rules

- No eating, smoking or drinking (water and documented medical issues excluded).
- Please do not board a vehicle if you have a fever.
- No radios, MP3 players, laptops or other electronics without earphones.
- Please take the FIRST available seat as quickly as possible.
- Please Keep children seated at all times.
- All passengers must wear seatbelt restraint on our Spirit of Kokomo buses
- 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. There is no exception for Emotional Support animals.
- No obscene or violent behavior, No weapons or 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.
- Face Masks may be required to ride if City of Kokomo deems it be unsafe otherwise.
- All riders MUST have a destination while on the City Line Trolley system.
- ANY criminal acts will immediately be reported to the Kokomo Police Department.
- KPD officers may be riding in or out of uniform at any time.
- All activity and passengers' behavior is being recorded by several cameras on the vehicles.

DRIVERS **DO NOT** CARRY CASH

No Show Policy

To cancel a scheduled trip, call the Spirit of Kokomo at (765) 456-7556. A "no show" occurs when a client does not board the vehicle within five minutes of the vehicle's arrival or when a client cancels a ride less than one hour before the 30-minute ready window. Each no show is counted as one (1) penalty point. A "late cancellation" occurs when a client cancels a trip less than one hour before the start of the 30-minute ready window. Each late cancellation is counted as one (1) penalty point. In any 30-day period, any client who has "no showed" or "late cancelled" at least 10% of those trips will receive a suspension notice. A trip cancelled in accordance with our policy, i.e., more than one hour before the start of the pick-up window, will not be counted in the total number of trips booked, and the client will not receive penalty points. Additionally, to ensure suspension only applies to riders who have an established pattern or practice of scheduling trips and not taking them, a client must accumulate three (3) or more penalty points to receive a suspension. A client will be subject to suspension only if both the minimum 10% of trips scheduled were "no showed" or "late cancelled" and the minimum number of penalty points are reached during the 30-day period.

The length of a client's suspension will adhere to the following schedule (all days are service days not calendar days):

- Upon a first violation within a calendar year, a client receives a warning letter.
- Second violation: 5-day suspension
- Third violation: 10-day suspension (Loss of Subscription)
- Fourth violation: 15-day suspension (Loss of Subscription)
- Fifth violation: 20-day suspension (Loss of Subscription)
- Subsequent violations will increase by a week (Loss of Subscription)

Violations of this policy will result in suspension, per the above schedule.

If a no show or late cancellation is due to circumstances beyond your control, please call the Spirit of Kokomo (SOK) at (765) 456-7556 to explain the circumstance, and request the review and/or removal of the no show or late cancellation. SOK will notify riders of all points assessed to their record. Prior to sending a suspension letter, SOK will review all no shows and late cancellations to ensure that the process was followed properly and an accurate count is represented. Any no show or late cancellation that is found to be in error will be removed from the client's account. In the event you are a no show for a ride, the return ride or any additional ride(s) scheduled for that day will not be automatically canceled. Please call (765) 456-7556 to cancel any return/additional rides you had scheduled that will no longer be needed or each trip will be considered a no show.

Right of Appeal

If you dispute a suspension under this policy, you have the right to file an appeal. Appeal requests may be filed by the deadline per the instructions included with your notice of suspension. If you miss the appeal request deadline, your Paratransit service will be suspended on the date listed on your notice of service suspension.

Exhibit A – INFESTATIONS

In the early 2000's bed bugs made a comeback from eradication in the US. Often, people have no idea they have picked up these invasive little hitchhikers until they have taken over your home, personal property and they are traveling with you infesting others.

The City of Kokomo Transit department deems an infestation of any kind as a threat to our system and clients. We need your help to do everything we can to stop the spread of these pests.

If you have been approached by a transit supervisor or staff member, please know we understand the stress and inconvenience this may cause. Our goal is to protect you, and all of our clients. Although you will not be permitted to ride until you show proof you have treated for the problem. It is our goal to get you back on public transit as soon as possible.

The following are some tips to help if you are ever placed in that vicarious position.

Removing bedbugs
Bedbugs measure just 5 millimeters across—smaller than a pencil eraser. These bugs are smart, tough, and they reproduce quickly. Bedbugs know where to hide to avoid detection, they can live for months between meals, and a healthy female can lay 500 eggs in her lifetime.
No surprise that these tiny bloodsuckers can wreak a lot of havoc in your home. If they get into bed with you, they can leave red, itchy welts all over your body.
Fortunately, you can get rid of bedbugs. Be patient as removing bedbugs often takes some time and effort. You may have to try a few different chemical and non-chemical approaches, especially if you have a large infestation.
Certain factors can make bedbugs harder to remove. You may have a tougher time ridding your home of them if you have a lot of clutter, or you travel often and bring new bedbugs' home in your luggage.
Please consider calling a professional! Treating on your own using chemicals can be dangerous. Read on for a step-by-step guide on getting rid of bedbugs.

Step 1: Identify all infested areas
If you've got bedbugs, you want to find them early before they start to reproduce. It's much easier—and cheaper—to treat a small infestation than a big one. Yet smaller infestations can be harder to detect.
Search for bedbugs yourself, or hire a professional to do an inspection. Some inspectors use specially trained dogs to hunt down bedbugs by scent.
Bedbugs' small, narrow bodies enable them to squeeze into tiny spots—like the seams of a mattress or couch, and the folds of curtains.
Also look for them in places like these:

- near the tags of the mattress and box spring
- in cracks in the bed frame and headboard
- in baseboards
- between couch cushions
- in furniture joints
- inside electrical outlets
- under loose wallpaper
- underneath paintings and posters on the walls
- in the seam where the wallpaper and ceiling meet

Use a flashlight and magnifying glass to go over all of these areas.
You can spot bedbugs by these signs:

- live bedbugs, which are reddish and about ¼-inch long
- dark spots about the size of a period—these are bedbug droppings
- reddish stains on your mattress from bugs that have been crushed
- small, pale-yellow eggs, egg shells, and yellowish skins that young bedbugs shed

Once you find a bedbug, put it in a sealed jar along with 1 teaspoon of rubbing alcohol. Other types of bugs can look a lot like bedbugs. If you're not sure what type of bug you've found, bring it to an exterminator or entomologist to identify.

Step 2: Contain the infestation
Once you know you have bedbugs, you need to keep them contained so you can get rid of them. A quick and easy way to trap bedbugs is with your vacuum. Run the vacuum over any possible hiding places.
This includes your:

- bed
- dresser
- carpets
- electronics (like TVs)

Seal up the vacuumed contents into a plastic bag and throw it away. Then thoroughly clean out the vacuum.
Seal up all your linens and affected clothes in plastic bags until you can wash them. Then put them on the highest possible temperature setting in the washer and dryer. If an item can't be washed, put it in the dryer for 30 minutes at the highest heat setting.
Anything that can't be treated in the washer and dryer, place in a plastic bag. Leave it there for a few months, if possible, to make sure all the bugs die. If you can't clean furniture, throw it away. Tear it up first and spray paint the words "bedbugs" on it so no one else tries to take it home.

Step 3: Prep for bedbug treatment
Before you start treating your home, do a little prep work to maximize your odds of success. Make sure all your linens, carpets, drapes, clothing, and other hiding places have been cleaned or thrown out (see Step 2).
Next, get rid of bedbug hiding places. Pick up books, magazines, clothes, and anything else that's lying on your floor and under your bed. Throw out whatever you can. Don't move items from an infested room to a clean one—you could spread the bugs.
Seal up any open areas. Glue down loose wallpaper. Caulk cracks in furniture and around baseboards. Tape up open electrical outlets. Finally, move your bed at least 6 inches away from the wall so bedbugs can't climb on.

Step 4: Kill the bedbugs
Home cleaning methods
You can first try to remove bedbugs without chemicals. These bugs are pretty easy to kill with high heat, 115°F (46°C), or intense cold, 32°F (less than 0°C).
Here are a few ways to treat bedbugs using these methods:

- Wash bedding and clothes in hot water for 30 minutes. Then put them in a dryer on the highest heat setting for 30 minutes.
- Use a steamer on mattresses, couches, and other places where bedbugs hide.

- Pack up infested items in black bags and leave them outside on a hot day (95 degrees) or in a closed car. In cooler temperatures, it can take two to five months to kill sealed-up bugs.
- Put bags containing bedbugs in the freezer at 0°F (-17°C). Use a thermometer to check the temperature. Leave them in there for at least four days.

Once you've cleaned all visible bedbugs, make the area inhospitable for their friends. Place bedbug-proof covers over your mattress and box spring. Zip these covers up all the way. Bugs that are trapped inside will die, and new bugs won't be able to get in.
If these methods don't wipe out all the bugs, you may need to try an insecticide.

Non-chemical and chemical treatments
Insecticides can help rid your home of bedbugs. Look for products that are EPA-registered, and specifically marked for "bedbugs." Again, please use a professional to assure your safety and the safety of your family and pets.

Monitor the affected areas
Bedbugs can take some time to wipe out. Before you can trust that your treatment has worked, you need proof that the bugs have moved on. Check the infested areas about once every seven days for signs of activity.
To make surviving bedbugs easier to spot, place bedbug interceptors under each leg of the bed. These devices will trap bedbugs before they can climb up into your bed. You may need to keep checking the interceptors for a full year.

Step 6: Retreat as needed
Bedbugs are hardy creatures. Just when you think you've wiped them out, you might spot them again. You may have to try a few different treatment methods to control the infestation. And if they still don't go away, you'll want to call in a professional exterminator.

Step 7: Get the pros involved
If you can't wipe out bedbugs on your own, it's time to get the pros involved. Pest control companies have the advantage of using chemicals and other treatments that aren't available to you. They have insecticides that both kill bugs on contact, and that stay inside furniture and cracks to kill bedbugs in the long-term.
Pest control companies can also use whole room heat treatments. They bring in special equipment that heats up the room to a temperature of between 135- and 145-degrees Fahrenheit—high enough to kill bedbugs.
Before the pest control company arrives, they should give you instructions for prepping your home. Follow their directions carefully and you'll have the best chance of wiping out the bugs.
Professional treatments take two to three visits to start working. After each treatment, you may have to stay out of the treated rooms for a few hours until the insecticides have dried.

Step 8: Keep the bedbugs out
Once the bedbugs are gone, you'll want to make sure they stay gone for good. **Prevention tips**

- Clear up any clutter. Don't leave papers, magazines, clothes, or other items on the floor.
- Cover your mattress and box spring with a bedbug cover and zip it up all the way.
- Vacuum and wash bedding, furniture, curtains, and carpets often.
- Seal cracks around light sockets, baseboards, and electrical outlets so bedbugs can't sneak in.
- Check for bedbugs in hotel rooms when you travel to avoid bringing them home with you.