



## Kuna Senior Center Transportation Riders Policy/Guide

Our Transportation Services through the senior center provides accessible and affordable door-to-door/door-through-door transportation to older adults aged 60 and older and persons with disabilities of any age. The general public for a fee can also utilize our transportation services if space is available. Riders can travel with us to medical/dental appointments, grocery shopping, meal sites, and community-based care programs; personal trips and group recreational trips. Our service area is generally within our designated area.

Vehicle capacity is a 12 passenger plus 2 wheelchair stations bus. Safety and service quality is our goal. Our Transportation Services program ensures individual independence, provides mobility for self-sufficiency and the opportunity to participate fully in the life of the community.

**Schedule a ride with the bus driver at 208.880.0556.** Riders aged 60 and older with or without a certified disability are eligible to ride for free. However, individuals under the age of 60 must have a disability certification for our agency to receive funding under the Federal Transportation. Donations are accepted and greatly appreciated to defray costs. There is a fee for the general public. Service animals are accepted on vehicles.

It is our mission to provide safe, efficient, affordable, prompt, friendly, professional and clean public transportation to improve the quality of life for citizens in our communities.

These policies are provided to ensure our mission is held to the highest standard. Your cooperation in abiding by these policies is greatly appreciated. Failure to abide by these policies or excessive complaints could ultimately result in suspension or discontinued service. Treat others as you would like to be treated and show respect for your fellow passengers, the transit vehicles and facilities you use.

All bus drivers are trained to provide minimal assistance. Drivers are not trained to provide medical assistance. A caregiver or companion must accompany a passenger if that passenger has health issues that may need to be attended to during transport and/or if that passenger needs assistance with their wheelchair.

### **Minimal assistance includes:**

- The bus driver will come to the door of a residence. Service to or from inaccessible origins or destinations will be provided at the curb instead of at the door if no safe access exists.
- The bus driver will attempt to notify passengers of arrival by sounding horn.
- The bus driver will assist passengers in boarding and exiting the bus.
- The bus driver will deliver the passenger from origin to destination.

### **Minimal assistance DOES NOT include:**

- Assistance getting in or out of wheelchair.
- Assistance in getting ready for the trip.
- Administering medication or oxygen.
- Assisting passengers in wheelchairs up or down stairs.
- Assisting passengers up and/or down ramps at residence or destination.
- Assistance in carrying personal belongings or purchases.

## Hours of Operation; Services; Service Area

Please contact the bus driver for hours of operation, services and service area. We are **NOT** a Demand Response. All Rides need to be scheduled by 2:00 pm the day before the ride.

**Standing Rides**– A standing ride is rides that are to the same location, at the same time, on the same day every week i.e. Senior Center. If not using a standing ride let driver know by 2:00 pm the day before the ride.

**When Scheduling Trips** – Call the bus driver phone and leave a message concerning rescheduling, cancellations, or request for rides may be left at any time on voicemail.

Be prepared to provide the following information:

- Name and telephone number
- Date and time transportation needed
- Pick-up and destination location (be specific)
- Return trip (if applicable)

All requests will be confirmed in advance. Services are available but limited.

## Donations

Donations are an essential part of the funding that makes this service possible. Please consider a contribution in any amount to help us continue this essential service so others may benefit from it too.

## Accessibility

All buses are wheelchair accessible. A lift is available for passengers with wheelchairs. Passengers who are disabled and unable to climb stairs may choose to use the lift. Shopping carts and/or baby strollers may not be carried on the lift.

### Oversized Wheelchair/Mobility Devices

Federal regulations require transport of mobility devices safely with or without an occupant if the lift and vehicle can physically accommodate the load capacity. Our lift maximum load capacity is 800 pounds.

This regulation does **NOT** require the Kuna Senior Center to transport a heavier combinations of mobility devices with or without an occupant than its load capacity allows. For example: if the vehicle lift has a design load capacity of 800 pounds, the bus would transport an 800 – pound devices with or without an occupant not combination exceeding 800 pounds.

Since ADA paratransit eligibility is based on an occupant's functional ability, denying eligibility solely because the applicant's mobility device exceeds maximum vehicle or weight capacities is **not permitted** by federal regulations.

### Potential safety concerns that may fall on the client:

\* Harm to you or another occupant (i.e. the device and/or occupant could topple over, roll backwards or forward). Mobility devices that are overweight when occupied (over the 800 – pound minimum weight standard that the ADA defines for transit vehicle lift load) have the potential to injure the bus operator, damage lifts, ramps, and transit vehicle suspensions.

\* Often securement belts are not long enough to go around the occupant in oversized mobility devices. If this happens a belt extension may be needed. The entity may not deny transportation of a mobility device or its occupant because the device cannot be secured or restrained satisfactorily by the vehicle's securement system according to (37.165(d)). However, Kuna Senior Center may recommend to an occupant of a mobility device that the occupant transfer to a seat for the safety for all involved.

### Possible solutions:

\* Occupants who cannot stand or walk with a mobility device could transfer to a regular mobility device and load the oversized device separately. If you don't have a regular wheelchair the Kuna Senior Center can provide an oversized wheelchair to be used to transport.

\* Occupants who can stand or walk without a mobility device can use the lift and bring the mobility device up separately on the lift. Kuna Senior Center bus drivers, however, are **NOT** required to assume the controls of power wheelchairs to assist rider with boarding vehicles. Providing assistance with a power wheelchair falls under the category of attendant-type services, which the regulations do not require. Drivers also are not required to take on the role of a personal care attendant (PCA). If the occupants need help getting to and from one mobility device to another, Kuna Senior Center's suggestion is to have a PCA accompany the occupant.

### **Personal Care Attendant**

Personal Care Attendant (PCA) over the age of 18 accompanying a rider will not be charged a fare. Riders must notify scheduler at time of request that a PCA will accompany the rider.

### **Door-to-Door Service Policy**

Door-to-Door service means the driver will assist all passengers on and off the vehicle when special assistance is requested. The driver may assist the passenger from the main entrance door of the origin to the main entrance door of the destination except for when dogs are present. It is expected that riders' walkways, pathways, and ramps will be kept clean and clear of hazards, ice and snow. Bus drivers may deem walkways, paths and ramps as unsafe and cancel pick-up and/or drop-off.

Drivers are NOT allowed to assist with loading and unloading of packages. Service provider is not responsible for lost, stolen, or damaged articles.

### **Pick Up/Drop Off Schedule**

Riders are expected to be ready at time of scheduled pick-up; bus drivers may not be able to wait to accommodate other riders. Bus driver will give riders picked up no more than twenty (20) minutes before or after scheduled pick up time and dropped off no more than twenty (20) minutes before or after scheduled drop off time.

### **Restraints Securement**

All passengers and bus driver, regardless of age or disability, must wear seatbelts when seated while in a transportation vehicle. The driver will assist those who need assistance with securing a seatbelt. The driver may make periodic checks to assure all riders are complying and seatbelts are securely fastened.

Wheelchair riders are required to wear approved seatbelts.

Riders refusing approved methods and equipment and/or vehicle seating will be required to find alternate transportation.

Service provider is not responsible for injuries and/or damage resulting from rider's failure to follow the warnings.

Infants and children that are under the age of seven must be in a federal motor safety approved and properly used child safety seat while being transported. Passengers must furnish the child restraint system and secure the child in a seat. Drivers will not secure the child restraint system; accompanying passenger is responsible to secure the child.

Riders who use portable oxygen tanks can ride on vehicles with properly secured containers. Riders must notify scheduler at time of request of their use of portable oxygen tanks.

## **Cancellation and No-Show Policy**

Cancellations require a minimum of 24 hours advance notice. All Rides need to be scheduled by 2:00 pm the day before the ride.

No-show passengers who have scheduled a round-trip and are a no-show for one leg of the trip are automatically cancelled for the return trip. Please remember, no-shows cause service delays and potential denial of service to other passengers.

Any combination of three (3) cancellations and/or no-shows within a thirty (30) day period may result in denial of service for six months.

## **Inclement/Adverse Weather Cancellations**

Passenger, driver, and public safety are our primary concerns. During adverse weather conditions, every effort will be made to maintain operations; however, service provider reserves the right to delay or cancel operations as necessary. Riders will be informed via phone call.

## **Rider Rights and Responsibilities**

To ensure everyone has a safe and comfortable trip:

- Riders are permitted to bring packages but are limited to those that can be carried in one trip apart from scheduled shopping trips. Packages as well as bags, strollers, etc. must be kept out of aisle ways always, not protrude to another seat or otherwise interfere with other passengers.
- For safety, ALL seat belts must be fastened while bus is in motion.
- Please reserve the seats at the front of the bus for elderly passengers and passengers with disabilities.
- Please use radios, tape players and other such devices only with headphones.
- Help keep buses clean by placing all litter in trash cans.
- **NO** eating food and drinking on the bus other than water and it must be in a spill proof storage container.
- Smoking/vaping is prohibited on the bus.

## **Rider Code of Conduct**

This program is operated in accordance with the Americans with Disabilities Act of 1990. The following policies have been established to address instances when a passenger's conduct may adversely affect others using Rural Public Transit.

- Unsafe Conduct is any act which creates the potential for injury or other risk to any passenger, driver, or the general public.
- Abusive Conduct is any disruptive act toward any passenger, driver, or the general public. This includes, but is not limited to, any acts that are generally offensive, invading the private rights of others, or touching another person in a rude, insolent, or angry manner.

## **Unruly Rider Policy**

Passengers may not refuse to ride with other passengers; drivers may eject one or both parties. **Riders who are disruptive, abusive, or argumentative will not be tolerated.** Without placing themselves or other passengers in harm's way, drivers will request the rider discontinue the behavior. Riders who continue the behavior may be asked to leave the vehicle. Continued repeated misbehavior will result in review and possible suspension of service by service provider. This behavior applies to riders and callers alike.

## **Complaints/Appeals Process**

Riders may call 208-922-9714 and ask to speak to the senior office. We accept positive suggestions for improvement as well as complaints.

## **Title VI of the Civil Rights Act**

Kuna Senior Center hereby gives public notice of its policy to uphold and assure full compliance with the Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in federally assisted programs require that no person in the United States of America shall on the grounds of race, color, or national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance. Any person who believes they have been aggrieved by an unlawful discretionary practice regarding this transit program has the right to file a formal complaint. Any such complaint must be submitted to Kuna Senior Center within sixty (60) days following the date of the alleged occurrence. To obtain a complaint forms please call 208-922-9714.

## **Language Assistance**

Translation of written materials is available at no cost, to assist any who have limited English proficiency.