

ALLEN COUNTY SERVICES TO THE ELDERLY VAN

Policies & Procedures

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GENERAL

Mission Statement

The mission of the Services to the Elderly Van is “uniting staff, individuals, families and community partners to provide quality, comprehensive services through compassionate, respectful relationships”.

The mission of Services to Elderly Van is to provide safe, accessible and affordable point-to-point and door-to-door transportation to transit dependent citizens throughout Allen County. Through coordination with other transit providers, Services to Elderly Van will continue to enhance access to programs and services which will improve the quality of life and help transit dependent individuals maintain their choice of lifestyle.

Who We Serve and Service Area

Persons who are eligible for Services to Elderly Van transportation are the elderly 55 and over. Service areas for Services to Elderly Van are Allen County. This area covers 504 square miles and includes numerous rural communities with a total population of 13,414.

How to Contact Us

Van Phone	620-363-2023
Allen County Clerk’s Office	620-365-1407
Allen County Commission	620-365-1406

FUNDING

Funding Sources

Services to Elderly Van currently receive funding from the county mill levy.

Mill Levy Program

Allen County Mill Levy helps fund this program that provides rides to elderly individuals residing in the County of Allen.

State of Kansas Grant Program

Kansas Department of Transportation – 5310 project Operating Expenditure for operating costs.

Fares & Donations

In all cases, a rider pays no fare. Fares or donations are not to be accepted by the drivers.

OPERATIONS

Office Hours

Services to Elderly Van hours are 9:00 a.m. to 4:30 p.m., Monday through Friday.

Service Hours

9:00 a.m. to 4:30 p.m., Monday through Friday.

Services to Elderly Van will not operate on the following holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Veterans' Day, Thanksgiving Day, the day following Thanksgiving Day, Christmas Eve, Christmas Day, Columbus Day. Holidays may vary from year to year.

Scheduling

Call 620-363-2023 from 9:00 a.m. to 4:30 p.m. to schedule a ride. Customers must have the street address of their destination when scheduling a ride.

Allen County Services to the Elderly Van Schedule 2016

Normal Hours:	9:00 a.m. – 4:30 p.m.
Monday:	Humboldt until noon Iola in the afternoon
Tuesday:	Gas, LaHarpe & Moran until noon (pick up at 9:00 – 9:30 a.m.) Iola in the afternoon
Wednesday:	Iola all day
Thursday:	Humboldt until noon Iola in the afternoon
Friday:	Gas, LaHarpe & Moran until noon Iola in the afternoon

Please schedule rides by calling: 620-363-2023 - between 9:00 a.m. to 4:00 p.m.

Cancellations

All cancellations must be made within one hour of the scheduled ride pick up time. Notice given less than one hour from scheduled pick up time would be inconsiderate.

Trips

Eligible trips are necessary trips to medical appointments, banks, grocery stores, social service agency, laundromat or to visit someone in the hospital or nursing home. *These trips do not include work as there are not adequate resources for transporting persons to work.* Recreational rides are permitted with special permission.

The service area is within Allen County, Kansas boundaries. Special trips require permission from the Allen County Commission to operate the van after set hours; such as movie night, Cultural Arts events, holiday light viewings and special area events.

Wait Time for Driver & Passengers

Riders should be ready at least 15 minutes prior to pick up time. If a rider has waited 15 minutes past the scheduled pick up time, the driver should be contacted at 620-363-2023.

Pick-Ups & Drop-Offs

For pick-ups, riders must be ready and waiting at the designated pick-up location. Drivers will wait for a rider in front of, or as close as possible to, the rider's designated pick-up location. Drivers may come to the door to assist passengers. If a rider needs assistance at the destination location, an escort must be available to assist.

For drop-offs, the driver will drop the rider off in front of, or as close as possible to, the designated drop-off location.

Delayed Vehicles

Public Transportation providers experience the same traffic and weather conditions as the rest of the commuting public. Occasionally, the driver may be late for a pick-up. If the vehicle has not arrived by 15 minutes after the scheduled pick-up time, please call Services to Elderly Van. They will know the status of the vehicle and what time to expect them.

Bad Weather

Passengers should be aware that transportation services will not be offered when severe weather makes traveling unsafe. Cancellation of services will be made known to the riders via radio broadcasts.

Boarding & Securement of Passengers

Drivers will secure wheelchairs and other mobility devices. In some cases, the driver may ask the rider to transfer to a seat if it is not possible to secure the passenger safely. It is the rider's choice to transfer or remain in their mobility device. Individuals who cannot board the vehicle using the steps may use a wheelchair lift for access. For individuals who are ambulatory, seat belts are required at all time.

ACCOMMODATIONS

Vehicles

Services to Elderly Van utilize a wheelchair accessible van to meet individual needs. An ambulatory individual not in a wheelchair may request to use a wheelchair lift on a vehicle to gain access if the stairs are a barrier.

Wheelchair & Other Mobility Devices

All attempts to accommodate wheelchairs and scooters will be made. Wheelchairs and other mobility devices must not exceed 48" in length, 30" in width and 600 pounds in total weight (occupied). Individuals with mobility devices exceeding these standards may be denied service. For passenger safety, drivers will not transport riders with broken mobility devices or devices without working brakes. Wheelchairs, scooters and other mobility devices must be clean, safe and in good working condition.

Escorts & Physical Assistance

An escort (attendant) who provides physical assistance to the rider may accompany the rider. An escort must be at least 16 years of age or older. Services to Elderly Van does not provide escorts, but some assistance may be requested from drivers.

Assistance Provided by Services to Elderly Van Drivers

Assisting passengers on safe and non-steeply inclined wheelchair ramps or stairs.

Providing assistance from the door to the vehicle, boarding the vehicle and securement in the vehicle.

Securement of mobility devices, equipment and packages in the vehicle.

Loading and unloading some packages (see "Packages" section).

Assistance Not Provided by Services to Elderly Van Drivers

Assisting passengers on unsafe or steeply inclined wheelchair ramps or stairs.

Providing assistance beyond the door.

Locking/unlocking doors or activating/deactivating house alarms.

Loading and unloading personal items (except some packages).

Packages

Carry-on packages are limited to a total combined weight for all the packages to 40 pounds. Drivers may help a rider carry packages from the door and on/off the vehicle. The driver is not held liable for any damage that may occur to packages during transport.

Equipment

Persons traveling with portable oxygen or other support equipment may be transported if it does not interfere with passenger's safety and is not prohibited by Hazardous Materials Regulations.

Service Animals & Pets

Guide dogs and other service animals are allowed to accompany you on your trip. Please inform the Services to Elderly Van when scheduling a ride if a service animal will be accompanying you. The animal's care and safety is the responsibility of the owner. Service animals are the only type of animal allowed on the van.

RULES OF CONDUCT

The following rules are enforced for everyone's safety and comfort. Inappropriate conduct will not be tolerated at any time.

Rules of Conduct

Must wear seat belts or you will not be permitted to ride.

No smoking on board the van.

No riding under the influence of alcohol or illegal drugs.

No abusive, threatening or obscene language or actions.

No physical or verbal abuse of another rider or the driver.

No standing while vehicle is in motion.

Passengers are not to extend arms, hands, heads or any body parts through the vehicle's windows.

Anyone having incontinence problems must be dry upon boarding the vehicle or they will be denied a ride.

The driver of any vehicle has the discretion to take measures, if a rider engages in persistent inappropriate and/or dangerous behavior. This discretion will include a vendor refusing service, a driver putting a rider out of the vehicle or calling the authorities, if necessary. Riders who violate these rules of conduct are subject to suspension of service. Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution.

GRIEVANCE PROCEDURES

Grievance Procedures

Every rider has a right to dispute or file a complaint regarding service. The procedures for handling any grievances or complaints from passengers, private providers or employees begin with an initial review conducted by the Allen County Clerk. All efforts will be made to reach an amicable agreement in the matter. If an agreement or resolution to the grievance cannot be achieved, then a hearing will be scheduled with the Allen County Commission at a specially convened meeting. The commissioners will hear both sides in the matter and then make a recommendation. The grievance procedure and timetable is set forth below.

1. Grievance complaint submitted in writing to Allen County Clerk or County Counselor.
2. Grievance will be studied and a written response will be returned to the complainant within 15 working days.
3. The complainant may then, within 30 days, petition Allen County in writing to convene a special meeting with the Commissioners. The Commission meeting will be held within 15 working days of the complainant's petition to Allen County.
4. The commission will convene and receive information from the complainant and Services to Elderly driver.
5. Within 20 working days of the commission meeting, an opinion will be rendered in writing to both parties. The decision of the Commission is final.

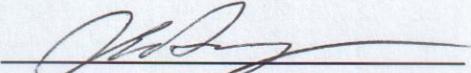
SPECIAL SERVICES

Special Trips

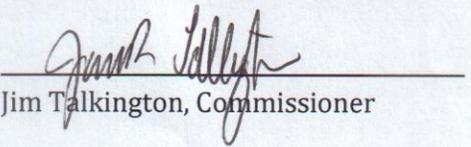
In order to get permission to operate the van after set hours, advance notice is required as soon as possible. Such permission must be granted by the Allen County Commission.

ADOPTED AND APPROVED BY THE GOVERNING BODY OF ALLEN COUNTY, KANSAS THIS 27th DAY OF SEPTEMBER 2016.

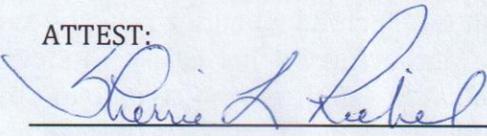
THE BOARD OF COUNTY COMMISSIONER OF ALLEN
COUNTY, KANSAS


Jerry Daniels, Chairman


Thomas R Williams, Commissioner


Jim Talkington, Commissioner

ATTEST:


Sherrie L. Riebel, Allen County Clerk