

XV.

Milan Seniors for Healthy Living's

TRANSPORTATION SERVICE

Policies & User's Guide



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Welcome to MSHL's Transportation Service

At Milan Seniors for Healthy Living (MSHL), we are passionate about providing high quality, accessible, and affordable services that enhance quality of life and encourage aging with independence and dignity. One of the services provided by MSHL is our transportation service. In existence since 2009, this service is unique to our community and is particularly valuable in that it exclusively serves the individualized transportation needs of older adults. The service has three key characteristics: demand-responsive, door-to-door, and accessible as our vehicles are equipped with wheelchair lifts or ramps for anyone who needs it. In addition to local runs, our service parameters are set to transport up to twenty miles out of town. This allows us to accommodate the needs of our clients for medical appointments and shopping destinations across traditional jurisdictional lines. In addition, we are amenable to going above and beyond – assisting clients on and off the vehicles, to and from their destination, loading and unloading groceries, transporting pets, and caregivers ride at no additional charge.

We look forward to serving your transportation needs!

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1. Service Description and Hours of Operation

MSHL's Transportation Service operates Monday through Friday, year-round except federally **observed** holidays: New Year's Day, MLK Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and the Friday after, Christmas Eve, Christmas Day, and New Year's Eve.

MSHL senior center and/or the transportation service may also close for staff vacation twice a year for no more than one week at a time. These dates may vary and regular riders will be notified well in advance.

For rider safety, in the case of extreme weather, MSHL reserves the right to cancel transportation services. In this event, all scheduled riders will be notified as soon as possible.

Demand Responsive

Trips are scheduled on a first-come, first serve basis. If your ride cannot be scheduled, we will put you on a waitlist.

It is recommended to schedule trips as far out as possible (limit 45 days out unless it is a standing appointment).

Standing appointments are permitted and encouraged.

Scheduling multiple stops is permitted if time is available.

Demand Responsive: Will Call

"Will-call" is a return ride request without a specific pick-up time (i.e. a doctor's appointment).

Will-call trips are only available for the return portion of the trip from any destination within MSHL's service area.

Actual pickup time for will-call trips will depend upon schedule and driver time. You will receive an ETA when you call the office for your return trip.

Demand Responsive: Standing Appointments

"Standing appointments" are pre-arranged requests for recurring trips on the same day(s) and time(s) each week.

Standing appointments must be for a minimum duration of two months.

Three no-shows or cancellations within one month will result in cancellation of the standing appointment.

Door-to-Door Service

Persons who require assistance may request driver accompaniment to and from the door of the vehicle and the door of their location, unless circumstances prevent it. Please request this help from the driver when scheduling trip.

Accessibility: Lift and Ramps

MSHL vehicles are equipped with wheelchair lifts or ramps for anyone who would like to use it. More on this in Section 3 on page 6.

2. Scheduling Trips

When calling MSHL at **734-508-6229**, you will be calling the main line for the senior activity center. MSHL is a small organization with limited staff. If your call is not answered, please leave a message and someone will get back with you as promptly as possible.

Before You Call:

- Know the days, dates, and times of intended trip.
- Know the address of destination (i.e. street name and number).
- Know the type of assistance required from the driver (i.e. wheelchair, door-to-door).
- Know who else will be traveling with you (personal care assistant ride at no additional cost).

Tips for Making a Reservation:

- Keep a record of reservations.
- Communicate specific times needed to arrive at destination.
- Remember rides may be shared with others.
- Have a pen and paper ready to write down the scheduled times.
- Indicate which entrance needed for pick-up or drop off, if there is more than one.
- Expect traffic conditions or severe weather to delay service; MSHL will do all we can to get you where you need to go in a timely manner, but plan trips accordingly during these conditions.

Pick-up Window:

The vehicle should arrive within 10 minutes of scheduled pick-up time – 10 minutes before or 10 minutes after your scheduled time. For example, if there is a pickup for 9:45, the vehicle should arrive between 9:35 and 9:55. If your ride has not arrived by five minutes after this time, please call MSHL at 734-508-6229.

Negotiated Trip Times:

Due to the demand of service, the exact time you wish to travel may not be available. In that case, the office staff may offer alternatives for you to choose.

It may also be necessary to change your trip time to accommodate other riders. When this happens, you will be notified of your new pick-up time at least two hours prior to your trip. (Any medical appointment times are given priority if trip times need to be shifted.)

Multiple Trips / Waiting at a Destination:

- Multiple trips may be scheduled on the same day.
- Each destination is considered a separate trip and is charged accordingly.
- Wait Requests are limited to two per day and are dependent upon time available.
- Any requests that the driver wait at a destination is limited to a 10-minute wait and are subject to others who may be sharing the ride.

3. Riding

MSHL's transportation service is for our "mature" community members. MSHL strives to provide a service that enhances one's ability to live independently and with dignity.

Boarding with a Mobility Device

MSHL Transportation vehicles are equipped with ramps or lifts to accommodate mobility devices such as wheelchairs and scooters. Customers using these mobility devices will find that the following guidelines will help ensure the safety of both them and the driver:

- Wheelchairs and powered scooters must not weigh more 600 pounds (including the user) and must not be more than 30 inches wide by 48 inches long.
- MSHL drivers can provide door-to-door assistance if requested. Notification of this need when scheduling the ride is appreciated.
- Drivers are not permitted to take wheelchairs up or down more than one step, push a wheelchair up a ramp that is not ADA compliant, or push wheelchairs up or down a snow or ice covered ramp or sidewalk. Please make sure your location is accessible and clear, so that the driver can safely provide assistance.
- Wheelchairs and scooters must park and be secured in designated securement locations. Passengers refusing to allow the driver to secure their wheelchair may be denied service.
- For additional safety, please ask to use the lap and shoulder belts when riding.
- Please use any safety equipment your wheelchair has, such as brakes and lap belts.
- If able to independently transfer from wheelchair or scooter, please let the driver know. Driver will secure scooter and assist rider to a seat, if needed.
- For safety reasons, please make certain motorized scooter or wheelchair has enough power to complete anticipated trips and that the mobility device is properly maintained so that it is safe to travel on transportation vehicles.

Passenger Assistance & Transporting Things

For additional support, drivers may be able to provide riders with additional assistance such as securing oxygen tanks, transferring packages/groceries, assistance into and out of the vehicle, and stowing mobility devices. Please request assistance when scheduling a trip. Please do not assume that a driver will know what assistance is required, so be sure to ask the driver for assistance as well. If more assistance is required than the driver is permitted to provide, the rider may need the assistance of a Personal Care Assistant (PCA). PCA's can ride at no additional charge.

Passenger "carry-ons"

Passenger "carry-ons" (i.e. groceries) are permitted and the driver can assist in loading and unloading from the vehicle at your destination.

- Transporting into your home is your responsibility.
- While MSHL does not restrict the number of carry-ons permitted, please be sensitive to the quantity of items needing to be transported so as to not take excessive time in loading/unloading and/or restrict other riders from being able to use the service.

- Please do not ask drivers to transport, carry, or lift heavy or bulky objects. If in doubt as to if the package may be considered heavy or bulky, MSHL recommends checking with the office prior to attempting to transport the item so as to not find yourself in a situation where the driver has to deny the transport.
- Extra-large, heavy, or odd-sized items will not be transported.
- For the safety of all riders, NO carrying, possessing, or transporting of any flammable, combustible, explosive, corrosive, or highly toxic substance. (Oxygen tanks needed for health reasons are permitted and will be secured.)

Transporting Service Animals & Pets

Service animals and pets are welcome to ride at no additional charge. However, they must be properly controlled. Routes may be altered to accommodate other passengers who may have an animal aversion.

Personal Care Attendants

A personal care attendant (PCA) is someone who provides assistance based on rider disability and/or need for assistance. One PCA may accompany a rider at no additional charge. PCAs must have the same origin and destination as the eligible rider. If a PCA is required, at a minimum the PCA must be present at the pick-up and drop-off of the eligible rider although it is highly encouraged that the PCA ride with the rider.

4. Cancellations

If plans change, cancel reservation as soon as possible. Remember that when calling MSHL at **734-508-6229**, you will be calling the main line for the senior activity center. MSHL is a small organization with limited staff. If the call is not answered, please leave a message and someone will return the call as promptly as possible.

No-shows

No-shows, while sometimes unavoidable, are costly on your transportation provider and can hamper MSHL's ability to provide services. Please have the courtesy of communicating to MSHL if a scheduled ride needs to be canceled as far in advance as possible. Riders will be considered a no—show if failing to board the vehicle within 5 minutes of its arrival within the prescheduled pick-up window, or if a trip is cancelled within 30 minutes of its scheduled arrival time. Three no-shows within one month for a standing order will result in the cancellation of the standing order. A pattern of no-shows may jeopardize the ability to schedule future rides.

Tips to Avoid No-Shows

- When you call the office, give the correct pick-up address and location.
- Remember that the ride may arrive within 10 minutes from scheduled pick-up time.
- Wait in a location where you can clearly see and/or hear the vehicle.
- Cancel any trips well ahead of time if schedule changes.
- Make sure your timepiece is accurate.

5. Responsibilities

MSHL has a short list of common-sense guidelines designed to ensure safety and comfort for all riders, as well as the driver.

Passenger Responsibilities

- Treat the driver and other passengers with respect and courtesy.
- Communicate with MSHL if there is a problem or issue we should be aware of.
- Avoid distracting the driver or annoying other passengers with inappropriate behaviors. Some behaviors may be grounds for immediate suspension for MSHL's transportation service.
- Have someone travel with you if you have difficulty or are unable to travel independently, or if you need more assistance than the driver is permitted to provide.
- Maintain acceptable standards of personal hygiene.
- Wait in a location to see or hear the ride arrive. It is the rider's responsibility to board it within 5 minutes of its arrival.
- No smoking, eating, drinking, or playing of loud music is permitted on board.
- Expect to share your ride. Others may be picked up or dropped off before or with you.
- Be sensitive to those who may have allergies – refrain from strong cologne, perfumes, or other scented products.

Driver Responsibilities

MSHL drivers are to adhere to the same standard of common courtesy and personal hygiene as those required of the passenger

- Treat riders with respect and courtesy.
- Stay within "line-of-sight" of the MSHL vehicle.
- Try to keep on schedule for the convenience of all riders.
- When requested, assist riders when boarding or exiting the vehicle.

Drivers May Not:

- Enter a building or a residence beyond the entrance door to assist riders.
- Perform any personal-care assistance for riders, including, but not limited to: assisting riders to dress, retrieve fare, keys, etc.
- Lift or carry riders or assist riders using wheelchairs up or down more than one step.

6. Service Suspension

Titles II and III of the American Disability Act of 1990 (ADA) provides that no entity shall discriminate against an individual with a disability in connection with the provision of transportation services. The law sets forth specific requirements for vehicle and facility accessibility and the provision of service, including access to fixed route bus and complementary paratransit service. MSHL is committed to providing safe and reliable transportation to all people without discrimination based on disabilities.

Misusing the system can result in suspension of services. Inappropriate behavior and excessive missed trips are considered misuses of the system. No-shows and same day cancellations are considered missed trips. There are valid reasons for the occasional missed trip. However, frequent missed trips reduce the availability of services to others. A rider may be notified if missed trips equaling 15% or more of total trips for one individual in a one-month period. If the high rate continues, the rider could be charged for missed trips or suspended from the service. If for any reason it is determined that service is to be suspended, the client will be notified and given an opportunity to correct the problem.

7. Customer Service

Compliments and Concerns

MSHL believes that communication is key to healthy interaction. If you have positive feedback, we certainly want to hear about it. We also want you to do us the service of sharing any concerns, problems, or suggestions regarding our service. Please call 734-508-6229 or email mshl@milanseniors.org.

MSHL recognizes an individual's right to make a complaint about the conduct of MSHL's operations, services, staff or persons associated with MSHL, where that individual's interests appear or are believed to have been adversely and unjustifiably impacted by such conduct. For your convenience, our Complaint Resolution Policy is available on our website www.milanseniors.org. If accessing the policy via our website is problematic, let us know and we will be happy to get a hard copy to you.

