



**Forest County Office on Aging  
Policies and Procedures**

Policy Title	Bus/Van Route Program Policies		Approved
Policy #		Effective:	08/11/2016
Training Required:		Revised:	
Date of Review:		Next Review Date:	

**PURPOSE:**

To establish guidelines for Bus/Van Route Transportation Program

**POLICY:**

The Bus/Van Route Transportation Program is to be used for citizens to go shopping and attend medical appointments in various cities/towns per scheduled routes and availability.

Transportation is available upon scheduled routes and space on bus/van.

**DEFINITIONS:**

Eligible consumers:

- Any citizen of Forest County who is 25 or older is able to ride. However, individuals 60 and over and persons with disabilities are given preference based on availability of seats. Children under the age of 18 must be accompanied by a parent or guardian and if child is required to use car seat; parent must supply car seat or child will not be transported without it. Any child that rides the bus must get approval from the bus driver 24 hours in advance before the day of the route to ensure that there is extra seating available. The Department on Aging reserves the right to decline children from riding the bus without reason.
- As priority is given to passengers over 60 and/ or persons with disabilities, passengers under the age of 60 will be removed from the scheduled route and notified to make seating available to those individuals.

Review Committee: Includes the Office on Aging Director, transportation clerk and Commission on Aging Committee. They are responsible for reviewing consumer requests and other transportation issues.

So that our drivers have adequate notice and routes run as efficiently as possible, passengers are asked to:

**PROCEDURE:**

1. Bus/Van Routes run only on scheduled days. Passengers must notify the driver by 6:00 P.M. the day before the scheduled route that they want to ride the bus.
2. If passenger is riding the bus to attend medical appointment, schedule appointments between 10:30 a.m. and 1:30 p.m. to ensure that you arrive on time and to prevent return delays. Please inform driver of medical appointment when reserving a ride so the driver can plan route accordingly.
3. Passengers must be prepared to pay cash/check upon entering the bus. Due to the funding from the Wisconsin Department of Transportation being limited, fare for a round trip is \$3.00 per person. Drivers are not allowed to accept tips.

4. Passengers must call in prescriptions ahead of time so they are ready for pick-up when you arrive, preventing long waits and “backtracking.” Ask medical providers to call in prescriptions if you are picking up a prescription after a medical appointment.
5. All passengers must fill out Passenger Registration forms the first time they ride and on an annual basis.
6. Driver will pick passengers up at their residence as long as it isn’t too far off the route. If a passenger would like to ride the bus/van and they live out of the scheduled route, the driver will determine a pick up and drop out point and time for those individuals to meet the bus.
7. Passengers may be required to show proof of age to ride the bus/van routes.
8. Passengers being transported that use oxygen, will need to notify the bus driver and a portable unit will need to be used and supplied by individual and properly secured during transport.
9. Passengers who need to use a wheelchair must let the bus driver know so they can plan accordingly.
10. Reservations for seats are first come, first served for individuals over 60 and persons with disabilities. Passengers may schedule medical appointment on a day that the bus route goes to that location; or the Aging Director will need to approve use of county driver to transport individual in a wheelchair to their appointment with county van if there is no other transportation for wheelchair accessible option available. (Individuals who have Wisconsin Medicaid must use MTM Transportation if bus route is full for medical appointments). Ambulatory individuals may use the Medical Escort Volunteer Driver Program if they are unable to attend to get to a medical appointment using the bus routes.
11. Riders need to notify the driver of cancellation of transportation within 24 hours of the scheduled route to avoid unnecessary mileage and delays.  
Passengers are expected to be ready at the scheduled pick-up time and designated locations.
12. Riders who do not show up at scheduled pick up time and designated location, may result in discontinuation of services after (2) two no-shows.
13. Drivers may assist persons from the threshold of their pick-up or drop-off location to the bus (using lift as needed). Passengers needing more personal assistance on the bus or at their destination are responsible for bringing their own caregiver (no fare charged to an escort). Drivers are not allowed to lift passengers, transport medically unstable persons or enter personal residences. Drivers are allowed to deliver packages to their door.
14. Passengers are expected to respect the driver, their time and vehicle. Passengers creating a disturbance, using foul language, or being rude or abusive to driver or passengers; either directly or indirectly, will be reported to the Office on Aging Department and may result in discontinuation of services. See Passenger Behavior Policy for more details.
15. Passengers can be expected to be treated with respect by the driver and should not be subjected to foul language or rude or abusive language directly or indirectly. Passengers should report incidence to the Office on Aging Department.
16. Department on Aging Director, Department of Social Service Director and/or bus driver reserve the right to cancel any scheduled route if deemed unsafe due to inclement weather. Cancellation can occur even if all programs have not been cancelled. The bus driver or Transportation Clerk will contact the passengers to let them know that the bus route has been cancelled.
17. Trained service animals may accompany passenger on the bus. Please alert the bus driver upon making the reservation.
18. Requesting transportation does not guarantee that a passenger will receive it. All transportation requests will be granted based on availability of seats the bus holds.

Passengers are strongly encouraged to schedule appointments on the days' the bus routes are going to the location of appointments.

19. All passengers are required to wear seat belts on the bus/van at all times! It is the law!