

Quarterly Transportation Call

1/29/19:

Attendees:

Nicholas Christopher- Schaumburg Township
Kathy Varsalona-Schaumburg Township
Jerald Wolff-Palatine Township
Gayle Planera-Bloom Township
Pat Peters- Rich Township
Charles Barnes-Oak Park Township
Maureen Ryan- Worth Township
Dorothy Osting-Worth Township
Linda Steininger- Hanover Township

• ***Clients that need Assistance:***

- **How do you handle clients that need assistance and do not have a companion or aid with them?**
 - Bloom Township- if a client is need of special assistance and they do not have companion or aid, they usually call the emergency contact and recommend that the client have someone ride with them
 - Palatine Township-also calls the clients family and recommends to the family that the client have a companion or aid ride with them
 - Worth Township- calls and makes a recommendation that the client have someone ride with them and also follows up with a letter to the client
 - Hanover Township-documents if there is an issue, and then the Director calls the client and recommends that they have a companion accompany them. If there are further documented issues a letter is sent to the client.
- **Do you charge for the companion/aid to ride?**
 - Rich Township follows Pace policy which states that a client can have a companion or personal attendant ride for free
 - Everyone all seemed to follow the same etiquette of not charging a companion or aid to ride with a client
 - Schaumburg Township mentioned that they require the companion/aid to be 18 years or older
- **Do you make companions/aids register for bus service?**
 - Worth Township-requires that all aids/companions fill-out all registration paperwork
 - Hanover Township- requires the name, address, phone number for any aid/companion that rides with a client
 - Discussed that the Township must know who is on the bus at all times in the event that there is an accident
- **Do drivers assist clients?**
 - Hanover Township is curb to curb and drivers assist clients at the curb on and off the bus will also assist with groceries
 - Worth Township-also provides curb to curb service and drivers only assist once at the curb

- Schaumburg Township provides door to door service as long as there is a safe, clear pathway to the door
- Oak Park Township-provides curb to curb service
- Palatine Township-provides curb to curb service
- Bloom Township-provides curb to curb service
- Discussed the liability/risk concerns if drivers assist beyond the curb
- **Do you charge for bus rides and what is the protocol for handling money?**
 - Hanover Township-is donation based with a suggested \$1.00 donation per ride. There are safes in each bus and the drivers do not make change. Offer bus passes -\$20.00 bus pass for 20 rides and that clients can purchase in advance
 - Bloom Township-has a suggested \$2.00 donation per round trip, and the drivers have a money box on the bus with them. The drivers do not make change.
 - Schaumburg Township-requires a \$1.00 charge per ride. They offer a bus pass that can be purchased in advance for \$15.00 for 18 rides. Each driver has a money box that they take with them in the morning, and turn in at the end of each shift. They are not donation based, however if they have a client that cannot pay the \$1.00, they do not refuse the ride
 - Oak Park-has fare boxes on the buses and the driver also has a spare box if the client cannot reach the fare box on the bus. They also have a suggested donation of a \$1.00 a ride
 - Rich Township- has a required fee of \$3.00 each way. If clients are unable to pay for the ride they have coupons that are available
 - Palatine Township-asks for \$2.50 per ride and the drivers do carry cash boxes and they will make change. If the client cannot pay for the ride they will not refuse service
 - Worth Township-asks for a \$1.00 per ride
 - The common thread is that no one refuses rides if a client cannot pay
- **Can drivers accept tips?**
 - Worth Township-no tips
 - Schaumburg Township-no tips
 - Hanover Township-no tips
 - Palatine Township-tipping is not required but allowed at the discretion of the clients
 - Rich- follows Pace's policy of no tips. Pat mentioned that everyone should review any contractual agreements that may state policy about this, and we need to be sure we are not breaching contract terms
 - General consensus is whatever the policy it is hard to enforce
- **General Information:**
 - RTAC (Rural Transit Assistance Center) Spring Conference is March 12-13th in Springfield Illinois-information enclosed
 - The conference is free but requires pre-registration –for more information: <http://www/iira.org/rtac/>

- **Next Call/Agenda:**
 - Upcoming Calls:
 - April 16th - 10AM-11AM
 - July 16th - 10AM-11AM
 - October 8th - 10AM-11AM
 - Linda will send out a calendar notice for the next call
 - The topic on the next call will be:
 - Attracting/Hiring new drivers requirements-CDL/passenger Endorsement

Thanks to everyone for taking time out of their busy schedules to participate in this call. Let me know if you have any feedback, issues, or questions.

Regards,

Linda Steininger

Transportation Manager

Department of Senior Services



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