



*TELLER SENIOR COALITION*

... Independence & Dignity

# **TRANSPORTATION CLIENT GUIDE**

Teller Senior Coalition strives to provide reliable and safe transportation. Our trained and courteous drivers provide door to door and door-thru-door service when requested in order to ensure our client's safety.

Please read the following information carefully. It will help you to make the best use of our service and help us to serve you better.

## **Client Eligibility**

**On-Demand Services:** Teller Senior Coalition (TSC) provides on-demand transportation services for Teller County residents. Our transportation services are not just for seniors. We will pick you up at your home for appointments and other essential needs such as grocery shopping, bank, post office, pharmacy, work, social activities and more to help you sustain an independent lifestyle.

**Fixed Bus Route:** TSC provides a Public Fixed Bus Route on Wednesday and Friday in Woodland Park. Our Fixed Bus Route is also open to the public for a nominal charge of \$1.00/day. Seniors and residents with disabilities ride for free. Donations are always appreciated.

**Medicaid Non-Emergency Medical Transportation:** Provided for qualified Medicaid clients 18 years of age and older to and from covered non-emergency medical appointments.

## **Days & Hours of Operation**

TSC Transportation operates Monday through Friday 8:00 am to 5:00 pm. Scheduling availability varies by region of the county.

To schedule transportation call **719-687-0256**, Monday through Thursday - 9:00 AM - 3:00 PM, Friday - 9:00 AM - 1:00 PM.

## **Holidays**

Teller Senior Coalition is closed for Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving Day, Day after Thanksgiving Day, Christmas Eve day, Christmas Day, New Year's Eve Day and New Year's Day.

## **Making a Reservation**

TSC Transportation does scheduling in advance, it is not a last minute or emergency transportation service. We do not transport to the emergency room, call 911. You will need to call with 48 hours minimum advanced notice to schedule a ride. The direct transportation phone number is 719-687-0256. You will have a better chance to schedule a ride by calling at least 1 week ahead. Appointments in Colorado Springs should be scheduled with your provider no earlier than 10:00 AM and no later than 2:00 PM. Appointments in Woodland Park should be scheduled with your provider no earlier than 9:00 AM and no later than 3:00 PM. Transportation on Monday must be scheduled by 3:00 on Thursday. Trips are scheduled on a "first come first served" basis with priority given to medical appointments. Next day and same day rides are not available.

By reserving trips early, you will have the best chance of scheduling a ride at your preferred time. If you do not have a specific time you must be at your destination (grocery shopping, bank, etc.), the dispatcher can assist you in picking times when we have the greatest availability.

## Scheduling your trip

Please be prepared to give the dispatcher the following information:

- Your name, pickup address and phone number
- The date of your requested ride and the time you want to arrive
- The complete address of your destination; doctor's name, suite and phone number
- Your return time and return address
- If a personal care attendant or companion will accompany you
- If you will be using a wheelchair or other mobility device

## Confirming Your Reservation

When you call and request a trip, the dispatcher will confirm your trip with you. Before ending the call, make sure that all personal information: address and telephone number are correct and review the times and addresses of your trips with the dispatcher to ensure all information is correct.

## Subscription Service

Subscription service is provided to clients who request routine trips to the same destination on a regular schedule (senior center or shopping). Clients only need to call once to schedule a repeating trip. Clients must still call and notify dispatch of any cancellations or changes to their subscription trips.

Clients having three (3) cancellation/no shows within sixty (60) calendar days will be dropped from subscription service and placed on a waiting list to return to service.

## How to Ride

The driver will arrive at your specified pick up location at the agreed upon time and take you to your destination. **Please be ready to go 30 minutes prior to your scheduled pickup time.** Drivers will wait for five (5) minutes after they arrive within a client's scheduled pick up window. If the client is not ready within the five (5) minutes the driver must depart to serve other clients, and you will be recorded as a No Show. \*See below for NO Show Policy.

If you need assistance, the driver will help you to the vehicle. Once at your destination the driver will assist you, if requested, into your appointment. The driver will not assist in shopping.

If you need more assistance than our drivers are able to provide, you may arrange to have a companion/personal care provider ride with you in the vehicle.

Once you are ready to return home, you will call the dispatch office 719-687-0256 or the driver (driver will provide their phone number) and notify them that you are ready to go home. The driver will return as quickly as they are able to, usually within one hour of the time you call the dispatch office or driver.

## Fares

No fare is collected from seniors or low income clients but donations are always appreciated. Teller Senior Coalition received a Title III grant through Pikes Peak Area Council of Governments to provide

transportation to individuals in Teller County age 60 and older. The Title III grant pays a portion of the cost for the services. If resources are not available to serve all eligible older adults who request the services, preference and priority are given to those eligible person of greatest social and economic need with particular attention to low-income older adults and older adults residing in rural areas.

Donations can be made in the vehicle into a locked fare box, or you can send a check by mail to P.O. Box 6956, Woodland Park, CO 80866. Transportation will never be denied due to the client's reluctance or inability to donate.

The general public is charged \$6.00 per on-demand one way trip and \$1.00/day for the fixed bus route.

## **Cancellation/No Shows**

Please contact the dispatch office at 719-687-0256, you need to cancel your ride with a 48 hour notice. Please be aware that excessive cancellations or no shows means there are fewer opportunities for others to use the service. Please make every effort to be ready for your scheduled rides. This applies for return trips as well. If you decide to take an alternative ride home, please let us know.

No Shows are defined as a trip where the driver arrives at your requested location and time, and you were not present, were not ready, or refused the ride. Cancellations require a 48 hour notice. The No Show/Cancellation policy is as follows:

- Three or more No Shows/late Cancellations in a 60 day period: You will receive a letter of your frequent no show/late cancellation rate. If you are on a subscription service, you will lose your subscription and will be placed on a waiting list.
- After a letter, three additional No Shows/late Cancellations in a 60 day period, transportation services will be suspended.

The first suspension for no shows or late cancellations is fifteen (15) days, the second suspension will be thirty (30) days, and the third suspension will be forty-five (45) days.

- After the third suspension for no show/late cancellation, permanent loss of client privileges will occur.

## **What am I allowed to bring on the vehicle?**

The following articles will not be permitted on board Teller Senior Coalition vehicles:

- a. Weapons
- b. Vehicle batteries
- c. Gasoline, kerosene, diesel or fuel cans
- d. Caustic or flammable liquids

Clients shall always be in control of packages and parcels in a way that will not jeopardize any other client's safety or trip. No packages will be allowed to block any aisle or exit, inconvenience or injure other clients. All packages and parcels must be secured in such a way that no article would come loose and move about the cabin freely should the vehicle come to a sudden, unexpected stop.

Clients that need assistance with packages/grocery bags are allowed the number of bags that can be carried comfortably by the driver in two (2) trips into the house, usually six (6) total normally packed

grocery bags. Carrying a case of water, potting soil, cat litter, 2 cases of pop or other heavy item is considered one trip. There is limited space in the bus/vehicle so no more than the above will be allowed.

## **Companions and Personal Care Attendants**

Teller Senior Coalition provides door to door or door through door service when requested. If you are not able to take care of yourself without assistance you may have a companion or personal care attendant ride with you. When you schedule your ride, please let the dispatcher know that a companion or personal care attendant will be accompanying you.

## **Client Self-Sufficiency**

A client utilizing Teller Senior Coalition services is expected to be capable of caring for him or herself and be cognizant enough to make decisions.

Transportation may be refused or suspended when the client:

- a. Negatively impacts the quality of another client's ride unless the behavior is beyond the control of the client.
- b. Requires direct medical attention to prevent the spread of a communicable disease.
- c. Requires direct medical attention for open wounds or unsupported injuries.
- d. Cannot be left alone at the drop-off location.
- e. Has a procedure that requires another person to sign a release (driver cannot sign release or take responsibility after surgical/invasive procedures). Plan to have a companion or personal care attendant travel with you.

## **Shared Ride**

Clients shall recognize that Teller Senior Coalition services are based upon coordination of transportation and therefore shall not expect individual trips even upon request. You may take a circuitous route in order to accommodate other clients. Clients should be prepared (bring reading material, snacks) for shared rides to Colorado Springs.

## **Mobility Devices and Wheelchairs**

When you call to reserve your ride, please tell the dispatcher or driver if you use a mobility device such as a walker, manual or motorized wheelchair, scooter, etc. All mobility devices must be secured within the vehicle by the driver. Our drivers have received training in handling mobility devices and securing them properly.

## **Oxygen Tanks**

Clients traveling with a portable oxygen supply shall be transported with no special consideration so long as the oxygen is self-administered. Portable oxygen supplies may be held by the client or secured so as not to block the aisles or exits or to inconvenience or injure other clients. Please let the dispatcher know when you schedule your ride if you will be bringing a portable oxygen tank.

## **Food and Drink**

Eating in the vehicle is not allowed. Beverages must be in a sealable container. Please take all trash with you when getting out of the vehicle.

## **Smoking**

Smoking is not permitted in any vehicle at any time.

## **Personal Hygiene**

For sanitation, health and a pleasant riding experience for all, appropriate personal hygiene is required of all clients in the vehicle. TSC will assist if you need transportation to shower and/or laundry facilities. Shirts and shoes are required.

## **Service Animals**

Animals may not be brought on board Teller Senior Coalition vehicles except Service Animals in the following cases:

- A service animal is an animal that has been individually trained to assist an individual with a disability
- Service animals must remain on a leash and under full control of the owner at all times.
- Service animals must not soil the vehicle.
- Service animals must not growl at customers, the driver or the other service animals.

## **Cell Phones**

While the use of cell phones is permitted, we ask that clients please be considerate of the other clients. Loud talking that disturbs other clients may result in a driver asking the client to refrain from using their cell phone.

## **Seat Belts**

It is the policy of Teller Senior Coalition that all clients are required to wear a seat belt while riding in vehicles.

## **Lost & Found**

Check the area around you for personal items before exiting the vehicle. Teller Senior Coalition is not responsible for items left on its vehicle. However, if you believe you have left something in the vehicle, contact the dispatcher and let us know which vehicle you were on and where you were seated.

## **Closure Due to Weather or Other Emergencies**

Teller Senior Coalition makes every attempt to provide service during scheduled hours. When extreme weather conditions make travel unsafe, we reserve the right to discontinue services until conditions improve. In case of severe weather, every effort will be made to get all clients returned to their homes as quickly as possible. We will work with you to reschedule any trips that have to be canceled.

Teller Senior Coalition follows the Woodland Park RE-2 School District operational status for inclement weather. If the schools are closed or on a 2 hour delay due to weather, our office is closed or on delay as well. If you have a Transportation appointment, a staff member will call you in the morning to notify you of the closure or delay and to reschedule.

Clients are responsible to have their driveways and walkways clear.

## **Refusal of Service**

Teller Senior Coalition has empowered its drivers to refuse service to any client who is intoxicated, under the influence of drugs, or may be dangerous or disruptive. If the driver believes a client poses a safety or health threat to themselves or to others, the driver may contact the police for assistance.

## **Abusive or Disruptive Behavior**

Clients who engage in violent, seriously disruptive or illegal conduct directed at other clients or Teller Senior Coalition staff will be subject to suspension of service or termination of service depending on the severity of the behavior. Such conduct includes but is not limited to: threats or fear of physical or verbal abuse, unlawful harassment; including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle riding rules, not following driver instructions, smoking on the vehicle or defacing equipment.

Suspension or termination for disruptive behavior will occur as follows:

1<sup>st</sup> Occurrence - Client receives a written warning.

2<sup>nd</sup> Occurrence - Client's service is suspended for 30 days.

3<sup>rd</sup> Occurrence - Client's service may be terminated if determined necessary by the Transportation Manager.

The only exceptions to the service suspension policy will be made due to situations beyond the control of the client or if the occurrence is severe enough, client may be immediately terminated from service as determined by the Transportation Manager.

## **Steps of the Suspension/Termination Appeal Process**

If you receive a suspension of service letter, you will be provided an opportunity to explain the reason for each occurrence. Prior to a suspension for incidents other than for abusive or seriously disruptive behavior, you will receive a written warning of the proposed suspension period citing the reason. You will receive written directions on how to appeal your proposed suspension.

## Complaints or Comments

We want you to be pleased with the services you receive from the Teller Senior Coalition. However, if you are not satisfied you have the right to register a complaint. You may file your complaint by phone, email ([lreed@tellerseniorcoalition.org](mailto:lreed@tellerseniorcoalition.org)) or in writing within 30 days of the incident. Please include your name, address and phone number, date of the incident and the reason for the complaint. The complaint will be reviewed by the Executive Director who will respond to you in writing within 15 days of receipt of the complaint. Please address your grievance to:

Teller Senior Coalition  
Attention: Executive Director  
750 E. Highway 24, Bldg. 2, Suite 100  
P.O. Box 6956  
Woodland Park, CO 80866  
719-687-3330

You may choose to address your complaint directly to the Teller Senior Coalition Board of Directors at the above address.

### **Right of Client to Appeal to the Pikes Peak Area Agency on Aging:**

Clients with complaints within programs that are funded by the Older Americans Act administered by the Pikes Peak Area Agency on Aging (PPAAA), including those who want to complain that they have been denied services, have the right to appeal our handling of their complaint directly to the PPAAA.

Transportation  
Case Management  
Home Delivered Meal Program  
Respite Caregiver Support  
Homemaker Services  
Chore Handyman services

If a complainant chooses to do so, they may address requests at any time for appeal to:

Pikes Peak Area Agency on Aging  
Attn: Director  
15 S. 7<sup>th</sup> Street  
Colorado Springs, CO 80905  
719-471-7080

Colorado Department of Human Services  
Aging and Adult Services  
1575 Sherman Street, 10<sup>th</sup> Floor  
Denver, CO 80203  
Phone: 303-866-2800 Fax: 303-866-2696 Toll Free: 888-866-4243



## **Americans with Disabilities Act**

The Americans with Disabilities Act (Title II) states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity." Teller Senior Coalition is committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits and activities. We are committed to making reasonable modifications to our policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. ADA information, including filing complaints, can be accessed on the Teller Senior Coalition's website at <https://tellerseniorcoalition.org> or the FTA web site at [www.fta.dot.gov](http://www.fta.dot.gov)

## **Non-Discrimination**

It is the policy of Teller Senior Coalition that no person shall on the grounds of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of Teller Senior Coalition as provided by Title VI of the Civil Rights Act of 1964 and related statutes. Federal Title VI information, including filing complaints, can be accessed on the Teller Senior Coalition's website at <https://tellerseniorcoalition.org> or the FTA web site at [www.fta.dot.gov](http://www.fta.dot.gov)

## Transportation Client Guide Receipt Acknowledgement

I have received a copy of the Client Guide and agree to abide by the guidelines contained within as a condition of my receiving transportation service with Teller Senior Coalition.

Please read Teller Senior Coalition's Transportation Client Guide carefully to ensure that you understand all policies, procedures and expectations for receiving Transportation Service.

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Client Signature

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Print Name

Date