

**Curative Connections
Transportation Services
2900 Curry Ln
Green Bay, WI 54311
Phone: (920) 227-4272
twhetung@curativeconnections.org**

Transportation Services

Passenger Policies

The mission of Transportation Services is to provide a much needed, low cost means of transportation for the elderly/disabled of our community allowing them to lead a more fulfilling, self-sufficient lifestyle

Revised & Effective 6/30/2015

- Who we serve: Individuals over 60 and those with disabilities. Clients under 60 must complete / submit physician certification forms for review. The certification may be conditional or unconditional depending on client's abilities. Curative Connections Transportation Services office manager will determine eligibility no later than 21 days after receiving the completed application. A written response will be mailed to the individuals notifying them of their eligibility. For those denied service information pertaining to the appeal process. All appeals must be made in writing within 60 days of being notified.
- Service Hours/Days: We operate Monday – Friday 8:00 a.m. to 4:30 p.m. Clients calling in must be called in & ready to go by 4:00 p.m.
- Office Hours: To schedule or cancel a ride, please call Monday – Friday 7:00 a.m. – 5:00 p.m. (920) 227-4272, if after hours please leave a message on voicemail.
- Service provided: We provide a shared ride door to door service meaning that client may need to share the vehicle with other clients. Clients refusing to ride with others or refuse to take the vehicle sent for them will be left, another driver will not be sent. All drivers are volunteers and provide a “Door to Door” service only. Drivers will not enter a client's home, medical office, hospital, grocery store, etc. to look for a client. Drivers arriving at the main entrance will only wait 5 minutes for a client, after that the driver will leave, another driver will not be sent.
- Trips: All trips are scheduled on a first come, first serve basis. Medical trips can be scheduled months/weeks/days in advance. Nutritional trips can be scheduled up to one week in advance. Social trips can be scheduled two business days in advance.
- Waiting time: All clients need to be ready and watching for the driver 15 minutes prior to his/her scheduled pick up time. Drivers will only wait 5 minutes, after 5 minutes the driver will leave, another driver will not be sent.
- Unscheduled trips: Drivers are not allowed to transport a client to any unscheduled stops.
- Driver assistance: Volunteers drivers are not permitted to transfer a client. Any client requiring the use of a wheelchair must inform us when calling in. Drivers are not permitted to fold up a wheelchair and put it in the trunk of an automobile. Drivers will only assist a client in a wheelchair up or down one step. Clients are responsible to make

sure their driveway, steps, ramps are in good condition and free from ice/snow. Drivers and staff reserve the right to refuse service to a client if the client and/or the driver are in danger of injury.

Cancel a trip: To cancel a trip you must call at least 1 hour prior to your scheduled pick up time. Failure to call in advance will result in the client being marked a no show.

No Shows: A no-show occurs anytime a client is not available to board a vehicle within 5 minutes of the driver's arrival and/or client cancels less than 1 hour before the scheduled pick up time. A \$10.00 no show fee is charged for each occurrence. Clients accumulating 3 no shows within 60 days will be suspended from using the service for 30 business days. After initial suspension, for each 3 no shows the suspension will increase an additional 30 business days. Curative Connections reserves the right to terminate service to any individual abusing the no show policy.
FIRST NO SHOW – letter will be sent to client informing him/her of the cancelation/no show policy
SECOND NO SHOW – letter will be sent to advise the client that one more no show will result in a 30 business day suspension.
THIRD NO SHOW – letter will be sent advising client they have been suspended from using the service for 30 business days.

Wheelchairs A common wheelchair is defined as being a 4 wheeled device that is no larger than 30 inches wide and 48 inches in length. When occupied the weight should not weigh more than 600 pounds. If a client and his/her mobility device are beyond these capacities, the vehicles cannot safely provide service.

Cost: The cost is \$3.00 per person, per 1 way ride client must pay as he/she boards the vehicle, no fare, no ride. Waivers for reduced/free rides are available upon request. Clients are allowed only 1 companion or personal care attendant. Companions are charged \$3.00 per ride, personal care attendants ride for free. Arrangements for companions or personal care attendants must be made at the time of the reservation. Companions or personal care attendants must have the same origin and destination as the client.

Agency Fare: Individuals participating in Family Care will be charged an agency fare of \$14.00 per person, per one way ride.

Carry On: Portable oxygen tanks are permitted on vehicles the tank must remain in the upright position at all times and be secured to the mobility device.
Drivers are not required to carry groceries. Clients are allowed up

to 5 bags of groceries, not weighing more than 15 pounds per bag.

Seatbelts: Must be worn by all driver's and clients, there are no exceptions to this rule. Seatbelts must remain fastened until the vehicle comes to a complete stop.

Rider Policies: The purpose of the rider policy is to set guidelines for refusal and/or suspension of transportation services provided by Curative Connections. The Transportation Services office manager, coordinator(s) or the volunteer driver have the authority to refuse service on the day of violation. Services will be refused, suspended or conditional due to the below listed circumstances/behaviors:

Any Curative Connections staff or volunteer can refuse a ride to anyone for the following reasons:

- Refusal to pay applicable fare
- Schedules are full
- Pattern of No Shows
- Disruptive/Abusive behavior
- Public Health Threats
- Refuses to NOT smoke, drink or eat in the vehicle
- Refusal to comply with Safety Rules

Disruptive/Abusive behavior includes, but is not limited to the following:

- Physically/verbally threatening office staff, driver or other riders
- Damaging vehicle/equipment
- Getting out of a seat while vehicle is moving
- Smoking, eating or drinking in vehicle
- Violent behavior/offensive language

An appeal/grievance process is available to those individuals wishing to dispute a conditional certification, denial certification or service suspension. All appeals must be made in writing within 60 days of being notified of decision. Upon receipt of an appeal/grievance it will be reviewed by the Transportation Services Manager, a written decision outlining the ruling will be mailed to the consumer within 15 days of receipt. If the individual wishes to file a second appeal/grievance, it will be reviewed/decided upon by a Transportation Services Commission which will be made up of individuals not working in the Transportation Services Dept. Once their decision is made, the outlining ruling will be mailed to the consumer, this committee's decision is final.

Since it is impossible to list all forms of behavior or situations, Curative Connections reserves the right to take appropriate action on a case by case basis, should conditions or acts of questionable conduct occur that are not included herein.