

## **Care-A-Van Client/Service Policy**

The CARTA Care-A-Van Client/Service Policy has been developed with the guidance of the CARTA Care-A-Van Advisory Commission for Accessible Transportation. We appreciate your cooperation in helping us provide more efficient transportation by familiarizing yourself with and following these policies. If you have any questions, comments or suggestions to make our service more accessible, please contact our office.

Clients must have a completed, approved and current CARTA Eligibility Application or proof of age on file at the Care-A-Van office.

One way trips are \$2.50 each, \$5.00 each for round trips, payable at the time of service. There is no charge for children under six (6) years of age or an approved Personal Care Attendant (escorts). All children under four (4) years of age traveling with a client must be in a client provided child restraint seat. The fee for children between the ages of six (6) to sixteen (16) years of age is \$0.50 each way. All additional adult non-escort passengers are required to pay the appropriate fee when transportation is rendered. When booking your trip you must let Care-A-Van know if you will have additional passengers meeting the requirements above.

Payment Policy: All clients are expected to pay their fares at the time of transportation, unless billing arrangements have been made through the Care-A-Van office. Payment should be received no later than thirty (30) days after receiving your bill. If payment has not been received after thirty (30) days, client scheduling privileges may be temporarily suspended until the payment is received.

Clients may schedule rides up to two (2) weeks in advance. A minimum of 48 hours advance notice is requested for scheduling trips. Care-A-Van will make every effort to accommodate "on demand" same day trips. Care-A-Van should never be used for emergency trips. In case of an emergency call 911 immediately. Clients are requested to be ready for pick up fifteen (15) minutes before the scheduled pick up time and/or fifteen (15) minutes after the scheduled pick up time. Due to Care-A-Van bus schedules, drivers are only permitted to wait for five (5) minutes after the scheduled arrival time, before leaving the pickup location. However, you should contact the dispatcher if you're experiencing delays to see if a different arrangement can be made. Clients may not alter a scheduled destination after pick up unless previously cleared with the dispatcher. Stops between pick up and drop off locations are not permitted unless previously scheduled with the dispatcher.

Care-A-Van service is a "curb-to-curb" service but will provide "origin to destination" services upon request to any rider as needed. Please make sure when you are booking your trip you let Care-A-Van know that you need "origin to destination" service. Care-A-Van drivers will assist clients aboard the vehicle. Drivers may only assist clients in and out of wheelchairs to the extent which allows them to transfer to a van seat. Drivers are not allowed to enter a client's residence. Vehicles will not enter any area (i.e. narrow driveway less than 16 ft. wide, steep hills or slopes greater than 8.33% or 1" of fall to 12" of length - lift ramps can only be deployed on flat

surfaces), without turn around space, no unpaved or rough or soft surfaces, low overhands (less than 10' + top clearance, etc.) where in the drivers and/or safety supervisors opinion that unsafe conditions exist for the client, driver, or damage that may occur to the vehicle or personal property. The drivers are not allowed to enter any area where they have to back the vehicle into or out of a client's pick up or drop off location. If your pick up or drop off location is affected by this policy, Care-A-Van will work with you to arrange an alternative pick up or drop off location.

Clients must provide their own wheelchairs and/or mobility devices. Each mobility device must be secured in the vehicle with a four (4) point, tie-down and suggested lap/shoulder restraint belt system. All Care-A-Van clients are asked to wear a seat belt while aboard the vehicle. Clients are only allowed to stand at their own risks.

Clients are responsible for providing safe & negotiable exterior surfaces for wheelchairs and ambulatory clients. Clients who use wheelchairs are responsible for providing safe, sturdy (built according to regulations - 1" of fall to 12" of length), and non-skid surface ramps.

Family members or friends must assist clients if no ramp is available. Drivers are not allowed to lift a wheelchair due to risk of injury to the client and/or driver.

If a client needs to cancel a ride, he/she must do so by calling the dispatcher at the Care-A-Van office at least one hour before the van is scheduled to arrive. If the driver arrives to the pickup location before the client calls, the client will be subject to a "NO SHOW." At the end of the month the client will receive a letter, notifying them of their number of NO-SHOW occurrences within a thirty (30) day period. In order for all clients to get to their appointments on-time it is extremely important to cancel unwanted rides. All phone calls are recorded. Please note the time, date, and person you spoke with if you call to cancel a ride.

If a client requires a Personal Care Attendant (escort), the client is responsible for providing such escort. The escort may ride at no charge, but the escort must be picked up at the client's location and dropped off at the same destination as the client. Drivers are not permitted to carry packages or groceries. Clients are only allowed those packages which they or their escorts can carry. All packages must be secured on the vehicle. Clients needing assistance with groceries MUST have an escort to ride with and assist them. Travel luggage is permitted.

Clients who are on the "call back" schedule are expected to be at the arranged pick up location, unless different arrangements have been made.

A trained service animal (dog) will be allowed to do work or perform tasks for the benefit of any client as needed.

No smoking or eating is allowed on the vehicles at any time. No abusive physical or verbal behavior toward the drivers or other passengers will be tolerated. Such occurrences may result in an offending client being removed from the vehicle and suspended from riding. For the health of the clients and welfare of fellow passengers, good hygiene is required at all times.

Care-A-Van is a public transit service. Due to heavy volume of clients wishing to ride, it may be necessary to combine your trip along with several other client trips. We will make every effort to accommodate your trip in the timeliest, safest, and efficient manner possible without subjecting any client to an extended travel time or waiting period.

We ask your patience and for you to be aware that our vehicles are subject to the same traffic conditions and road hazards which cause traffic delays and detours for private vehicles, and may delay our schedules beyond our control.

### **SCHEDULING A TRIP**

Once you have received notification of eligibility for Care-A-Van service, contact the Care-A-Van office to schedule your trips. In order to accommodate as many clients as possible, clients may schedule rides up to two (2) weeks in advance. A minimum of 48 hours advance notice is required for scheduling trips. Care-A-Van will make every effort to accommodate "on demand" same day trip.

Reservations may be made during the regular Care-A-Van office hours, Monday through Friday from 8:00 a.m. until 5:00 p.m.

### **Care-A-Van Office**

Telephone: 423-698-9038 TDD: 423-698-8418 Fax: 423-698-8555

### **Customer Fares**

One Way \$2.50

Round Trip \$5.00