

**Cottonwood, Inc.
Policies and Procedures**

SECTION: General

POLICY NO: 02-026

SUBJECT: Ridership

EFFECTIVE DATE: January 2005

Policy:

Cottonwood, Inc. offers transportation services to Cottonwood, Inc. Consumers who are admitted to primary services. Transportation is not a primary service but is provided in order to meet other service objectives. Transportation is scheduled according to the service hours of each department and individual need. As such, transportation may be provided within any 24 hour period of the day.

Procedures:

Fares – See Policy 04-009 Transportation Fee & 40-015 Transportation Fees JobLink.

Service Policies for scheduling – A portion of Cottonwood, Inc.'s transportation provision is scheduled i.e. morning & afternoon van routes, medical, appts., transportation to and from work, regular activities, as resources allow. There is no central dispatch. Vehicles are assigned to departments and service areas who utilize as needed.

Complaint Procedure – See Policy 05-015 Consumer Grievance & Appeal.

Wheelchair/Scooter Assistance/Adaptive Equipment – Cottonwood, Inc. provides driver's training two-year certification in the National Rural Transit Assistance Program (RTAP) and assistance in all aspects of accessing transportation. Training includes securement of persons using wheelchairs and deployment of access ramps and lifts. Training is delivered in an instructor led classroom setting and includes hands on demonstrations and videos. Cottonwood, Inc. will accommodate passengers who cannot transfer to a seat. If a rider in services within our agency is in need of an accessible vehicle, drivers and staff will accommodate by trading department vehicles, contacting a supervisor, on-call manager or accessing another provider. A person not using a wheelchair can request and use a wheelchair lift.

Assistance by Driver – Since Cottonwood, Inc. drivers are primarily direct care providers it is expected that they offer all needed assistance to passengers.

Securement of Medical Equipment – The driver and consumer will reasonably assure that all medical equipment is secured as per consumer needs and situations. Drivers are trained to secure medical equipment including oxygen tanks, etc.

Bags/Luggage/Shopping – Cottonwood, Inc. will not transport firearms, illegal substances, hazardous materials or open containers of alcohol. There is no prohibition on package size other than what is determined to be unsafe i.e. blocking view.

Bicycles – Cottonwood, Inc. does not allow passengers to bring bicycles on board.

Service Animals – Cottonwood, Inc. allows service animals & pets in vehicles. See Policy 30-032 Pets and Policy 02-009 Vehicle Usage.

Disruptive Passengers – Cottonwood, Inc. reserves the right to refuse to provide transportation to a disruptive, unsafe, or non-compliant passenger. Efforts will be made to manage the behavior as per team recommendations. See Policy 05-010 Consumer Behavior.

Seat Belts – See Policy 02-009 Vehicle Usage.

Child Safety – Cottonwood, Inc. does not transport children.

Smoking – See Policy 02-012 Designated Smoking Areas.

Personal Companions – Personal companions are allowed with prior approval from department Coordinator or Director. No fare will be charged for incidental rides.

Inclement weather – In the event of inclement weather Cottonwood, Inc.'s management staff will issue a statement to riders and the public via local radio/TV/and other electronic communication as to the status of transportation services for the day. Possible options include: closed with no transportation provided, open but with limited transportation, delayed opening either with full or limited transportation provided. A protocol for employee and public communications is reviewed and updated by the Management Team in the autumn and disseminated in a memo each year.

Emergencies, Safety, and Security – See policy 02-027.

Kansas Department of Transportation (KDOT) has an Equal Opportunity & Civil Rights Information brochure that is available at the reception office in Building I at Cottonwood, Inc. or online on the KDOT website. Brochures are also kept in the glove compartment in each KDOT vehicle. Cottonwood, Inc. has a Title VI Plan as required by KDOT for our 5310 grant funded vehicles. All riders have the right to be free from discrimination and be treated fairly under Cottonwood, Inc.'s Title VI Plan.