

## APPENDIX B

Revised 2011

### TRANSPORTATION GUIDELINES/HANDBOOK

#### I. TRANSPORTATION SYSTEM RESPONSIBILITIES

Definition: **SYSTEM** – Shared ride transportation system providing Berrien County residents/program participants, door-to-door, advanced reservation transportation. Managed by **Contractor**), sponsored by fares and the State of Michigan.

The System shall:

- A. Implement a timely curb-to-curb service to clients.
- B. Supply properly qualified and trained drivers.
- C. Provide safe, reliable vehicles which meet the requirements of state laws pertaining to vehicles utilized for the transportation of the handicapped and the public.
- D. Provide necessary insurance coverage.
- E. Develop the bus routes and schedules encompassing the entire Berrien County service area.
- F. Not travel on roads determined to be unsafe for vehicles and passengers.
- G. Notify client/client representatives and/or appropriate program agencies of changes in scheduling, both planned and unplanned.
- H. Maintain an orderly environment on the bus.
- I. Provide each driver with a roster of each client on his/her bus which shall include: name, address, pick-up and drop-off times and indicate the program agency to which the client is to be transported.
- J. Make available all pertinent medical information (e.g., seizures, diabetes, heart condition, medication(s), etc.) to the driver/dispatcher provided by the program agency.
- K. Assist in developing and enforcing passenger disciplinary policies.
- L. Recommend suspension of transportation services during inclement weather and notify radio stations in the area of such action.
- M. File and maintain records of significant incidents/accidents, vehicle inspections, and driver time sheets.

#### II. CLIENT/CLIENT REPRESENTATIVE RESPONSIBILITIES

Definition: **CLIENT** - Program participant, rider/passenger, student.

**CLIENT REPRESENTATIVE(S)** – Individual(s) representing and/or providing guidance and support for the client such as guardian, home provider/caregiver, relative(s), etc.

The Client/Client Representative(s) shall:

- A. Ready clients for boarding at appropriate sites and scheduled times.
- B. Notify system of planned or unplanned absences and to resume pick-up.
- C. Notify the system to assure that the client is picked up for the return bus run if the client is transported by the client representative to the program agency.

- D. Notify the system in the event the client will not be returning home due to the client being transported home via an alternative means.
- E. Make arrangements to have someone at home to receive the client.  
(Indicate to the system, those clients who should not be dropped off if no one is home, in case of early departures from program agency).
- F. Withhold client from boarding bus exhibiting illness or agitation.
- G. Transport the client from the program agency in case of illness or agitation.
- H. File significant incident(s)/accident(s) reports, as necessary.
- I. The client shall abide by the following guidelines:
  - 1. Refrain from smoking, eating and drinking on vehicle;
  - 2. Refrain from boisterous play, shouting or using obscene gestures and/or profanity while on vehicle;
  - 3. Refrain from physical abuse of other riders, and/or driver;
  - 4. Refrain from damaging or defacing vehicle in any manner;
  - 5. Refrain from excessive affectionate display/sexual activities;
  - 6. Refrain from standing or changing seats while vehicle is moving;
  - 7. Refrain from yelling or sticking body parts out of the vehicle;
  - 8. Refrain from sleeping while unrestrained with a seat belt;
  - 9. Refrain from carrying excessive baggage (i.e., radios, clothing, toys, etc.).  
Contractor will not be responsible for lost, stolen or broken items;
  - 10. Refrain from carrying any weapon, alcohol or illegal drugs;
  - 11. Refrain from talking excessively or distracting the driver;
  - 12. Load and unload in orderly fashion, no pushing; and
  - 13. Be considerate of the rights, personal integrity and feelings of the other riders and driver.

### **III. PROGRAM AGENCY RESPONSIBILITIES**

Definition: **PROGRAM AGENCY** – Organization providing client programming/training including but not limited to: Gateway, Crossroads and LADD Program.

The Program Agency shall:

- A. Ready clients for boarding at appropriate program sites and at scheduled times.
- B. Notify system of planned and unplanned schedule changes/closedowns.
- C. Notify system, one week in advance, of new/incoming client information and of a client's change of address.
- D. Provide system with correct name, address, phone number, and pertinent disability/medical information in writing.
- E. Provide briefing regarding new/incoming or on-going client needs and characteristics.
- F. Provide and participate in specific training pertinent to its clients.
- G. Share transportation utilization projections with the system and service purchaser, as appropriate.
- H. File significant incident(s) /accident(s) reports, as necessary.

### **IV. SERVICE PURCHASER RESPONSIBILITIES**

Definition: **SERVICE PURCHASER** - Organization or individual responsible for the implementation and payment of client services. Includes but is not limited to: Riverwood Center (CMH), Michigan Rehabilitation Services (MRS), Family Independence Agency (FIA), insurance company, or the client/client representative(s).

The Service Purchaser shall:

- A. Provide reimbursement for services provided.
- B. Indicate to the system the degree of support for each set of projections submitted by the system and the program agencies.
- C. Participate in specific training pertinent to the client(s).
- D. File significant incident reports, as necessary.

## V. SYSTEM POLICIES

- A. The system will adhere to a specified time schedule for pick-up/drop-off points. The system will allow three minutes after the specified pick-up time, before departing for next destination.
- B. All alternations of pick-up/drop-off points and times must be prearranged. Less than twenty-four hour notice will not guarantee service, but system will attempt to meet service need.
- C. The system requires one week notice to process new client and/or address changes affecting the system's schedule.
- D. The system requires notification to resume pick-up following absence(s) or no show. Less than 24 hour notice to resume pick-up will not guarantee service, but system will attempt to meet service need(s). Planned absences may be prearranged by written notice or by phone.
- E. The system will notify pertinent program agencies, service purchaser, and appropriate client/client representative(s) of scheduled and unscheduled changes and closings in a timely manner.
- F. Assignment to specific vehicle:
  - 1. Each client will be assigned to use a specific bus with a specified pick-up/drop point and shall not be permitted to use any other bus without prior permission from the system manager/designee.
  - 2. The system manager/designee may grant permission for a client to ride a different bus or use a different pick-up/drop-off point. Such permission may be granted only upon request from a responsible person (client representative, specific program agency personnel, and at times the client, if appropriate).

3. The requested change must not result in the overcrowding of any bus, alteration of any regular bus route, time schedule, or in any way interfere with the regular operation of the transportation system. Examples for a requested change may include the following:
  - a) To relieve a temporary situation which would otherwise create a severe hardship on a client getting to and from the program agency.
  - b) After program hours, routinely scheduled recreational activities such as bowling programs.
  - c) Other emergency or unusual reasons as shall be approved by the system manager/designee.

**VI. WEATHER CLOSINGS:**

- A. The system manager/designee will notify the appropriate program agency director of any closing due to inclement weather.
- B. The following radio and television stations will be notified of weather closing for broadcast:
 

WHFB-AM	1060	WHFB-FM	99.9
WSJM-AM	1400	WIRX-FM	107.1
WNIL-AM	1290	WAOR-FM	95.3
WSBT Television – 22 News			
- C. The system will not provide service on days when, or in areas where the local school system is closed due to inclement weather.

**VII. ILLNESS AND HEALTH PROCEDURE**

- A. The driver may refuse to transport a client if the following symptoms are present: vomiting, diarrhea, rashes, infectious or contagious conditions (i.e., Lice, Pink-eye, Chicken Pox, etc.), severe cold symptoms, expression of pain ( i.e., heart, breathing difficulties, dental, injuries, etc.), and/or extreme emotional conditions (i.e., violent behaviors, hyperventilation and soiled clothing).
- B. The driver must radio the system manager/designee and request authorization for refusal of transportation services prior to departing the home.

**VIII. DRIVER/VEHICLE TRAINING**

At least annually, the system, in cooperation with the program agencies and service purchasers, will provide training to drivers, which include but are not limited to the following areas:

- I. Defensive vehicle driving techniques;

- II. Operating lift equipment;
- III. Sensitivity training (familiarization of handicapping conditions, disability awareness/expectancies, and intervention techniques);
- IV. Routine first aid, CPR;
- V. Vehicle emergency evacuation techniques;
- VI. Dispatch/Radio operations;
- VII. Documentation requirements for Incident Report Form(s);

## **IX. ADAPTIVE EQUIPMENT**

- A. A client requiring any adaptive equipment while enroute to or from the program agency must be transported with all such equipment in proper functioning order. For example: All wheelchairs must be in good repair with all brakes operable, foot rests in place, and any other necessary aids present and functioning properly.
- B. For safety purposes, the driver will not allow a client to board with equipment not functioning properly.
- C. However, the driver must radio the system manager/designee for permission for said refusal of transportation services.
- D. The appropriate program agency personnel, service provider, and client representative(s) shall be apprised of such action/concern and establish remedy.

## **X. DRIVER ASSISTANCE**

Where necessary or applicable, the driver may assist a client to board/disembark from the vehicle. Driver assistance specifically excludes actions other than at curbside.

## **XI. DISCIPLINARY POLICIES**

All incidents/accidents shall be evaluated depending on severity, frequency, and total effect. Judgement is necessary in relating and developing disciplinary action pertinent to the incident and client.

### **A. NON-SAFETY RELATED INCIDENTS**

Definition: **NON-SAFETY RELATED INCIDENTS** – An incident or misconduct that may be irritating or disruptive in nature, but does not pose immediate endangerment to driver or client(s) such as but not limited to: cursing, eating, drinking, smoking, affectionate display, carrying excessive baggage, boisterous play (i.e., shouting, kidding, teasing, etc.), sleeping, and talking to driver.

- 1. All significant incident(s) /accident(s) will be reported within two working days of the incident by completing an Incident Report Form. The Incident Report Form will be submitted to the system manager/designee with copies to the

appropriate program agency, service purchaser's client advocate, and the client/client representative(s), as appropriate. The author of the incident report is responsible for the dissemination of the report.

2. The system manager/designee or any significant other(s) may request that the incident(s)/accident(s) be investigated. The investigation will include but not be limited to determination of the surrounding the incident(s)/accident(s) and discussions between the system manager/designee, program agency personnel, service purchaser, and the client/client representative(s).
3. If, during the investigation, the individuals involved feel a non-safety related violation has occurred, the disciplinary process will be initiated, plans developed, and the individual(s) responsible for implementing the process will be designated.
4. Progressive disciplinary action/steps will be followed as outlined:

Any disciplinary consequence/measure will be enforced after necessary evaluation and investigation.

- a. System Employee Offense
  - System Personnel Policies apply.
- b. Client Offenses
  - FIRST CLIENT OFFENSE - A verbal warning will be issued. The warning will be documented in writing and shall consist of the specific material facts involved in the alleged misconduct, such as, but not limited to: date, time, place, witness(s), and action(s) of the individuals involved.

Disciplinary measure: Probation/warning (effective for 30 days).

- SECOND CLIENT OFFENSE – A second offense (of the similar nature) will necessitate a conference/meeting with at least the following: system manager/ designee, program agency personnel, service purchaser, and client/client representative(s) in order to develop a plan to address the problem(s) surrounding the incident. Documentation of the proceedings will be maintained.

Disciplinary measure: Client will be placed on probationary status for two months. If a third offense does not take place during the two-month probationary status, the process will begin with the first step (verbal warning).

-THIRD OFFENSE (while on probationary status) – Second conference/ meeting of the individuals involved in the first meeting(s) to

re-evaluate the plan and its objectiveness. Documentation of the proceedings will be maintained.

Disciplinary measure: One day to one week suspension, if deemed appropriate.

- FOURTH OFFENSE – Third conference/meeting of individuals involved in previous meetings with the addition of any significant others deemed necessary to re-evaluate and modify plan(s). All prior records of incidents will be reviewed with additional incident report. Documentation of proceedings will be maintained.

Disciplinary measure: Up to and including indefinite suspension from the transportation system.

5. Service Resumption

In the case of indefinite suspension, transportation service will only resume after the program agency and/or significant others can assure the system that the problem causing the suspension has been eliminated.

6. Record Keeping

It is vital that records of incidents, investigations, conferences/meetings, evaluations, and/or actions are maintained by the system, program agency(s), and service purchaser and that all procedures and plans are followed.

7. Final Recourse

Whenever an incident occurs in which a course of action cannot be agreed upon by the system, program agency(s), service purchaser and client/client representative(s), the County Transportation Coordinator will be supplied with all records, materials, and information regarding the incident. Acting as a mediator, the County Transportation coordinator will meet with all parties necessary in order to reach a solution to the problem.

B. SAFETY RELATED INCIDENTS

Definition: **SAFETY RELATED INCIDENTS** – An incident or misconduct that may cause immediate bodily harm and endangerment to the driver and passengers such as but not limited to: throwing items, physical abuse of self or others; hitting, fighting, knifing, standing, or changing seats while vehicle is in motion.

1. Driver and passenger safety is of paramount importance.

2. All safety related incidents/accidents will be reported immediately to the system manager/designee and then documented on Incident Report Form. The Incident Report Form will be submitted to the system, with copies to the program agency, service purchaser, and the client/client representative(s), as appropriate. The author of the report is responsible for the dissemination of the report.
3. All safety related incidents/accidents will be investigated.
4. Upon completion of an initial investigation, an immediate, but progressive disciplinary procedure will be followed as outlined:
  - a. System Employee Offense
    - System Personnel Policies apply.
  - b. Client Offenses
    - FIRST VIOLATION – A meeting will be held within the suspension time frame to investigate the incident, its severity, to develop a plan of action to eliminate the problem, and consist of at least the following:

The system manager/designee, program agency personnel, service purchaser, and client/client representative(s). Documentation of the proceeding will be maintained.

Immediate disciplinary measure: One to three days’ suspension from transportation services.
    - SECOND VIOLATION – A second meeting with the individuals involved in the prior meeting will be held to review and revise the plan of action, as necessary. Documentation of the proceedings will be maintained.

Disciplinary measure: One-week suspension from transportation services.
    - THIRD VIOLATION – A third meeting may be necessary to communicate to the appropriate persons the severity, penalties, and investigative findings surrounding the repeated offense(s). Documentation of the proceedings will be maintained.

Disciplinary measure: Indefinite suspension from the transportation service.
5. Service Resumption  
Transportation services will resume only after the program agency and significant others can assure that the problem causing the suspension has been totally eliminated.



6. Record Keeping

It is vital that records of incidents, investigations, conferences/meetings, evaluations, and/or actions are maintained by the system, program agency(s), and service purchaser and that all procedures and plans are followed.

7. Final Recourse

Whenever an incident occurs in which a course of action cannot be agreed upon by the system management, program agency, service purchaser, and/or client/client representative(s), the County Transportation Coordinator will be supplied with all records, materials, and information regarding the incident and/or disciplinary action. Acting as a mediator, the County Transportation Coordinator will meet with all parties involved in order to reach a solution to the problem.

## **XII. COMMENTS/SUGGESTIONS/SOLVING OF PROBLEMS**

In the event that a question, comment/suggestion, or complaint regarding transportation services should arise, the following procedure is recommended.

1. Contact the system manager/designee by telephone, and express specific details of question, comment, incident, or difficulty/complaint.
2. If further assistance is necessary, notify appropriate program agency personnel, relaying details of events, questions, concerns, challenges, and/or difficulties surrounding transportation issue(s).
3. Additional contact may be made to the service purchaser representatives, relaying details of comments, concerns, events/incidents, and/or difficulties surrounding transportation services.
4. Compliments, information requests, comments/suggestions, concerns/problems may be submitted in writing on the **TRANSPORTATION SERVICE CARD** available at the client's program agency and/or service purchaser offices. Comments should include essential details/facts.
5. Routinely, information obtained from the **TRANSPORTATION SERVICE CARD** will be reviewed or discussed by a Transportation Committee consisting of representatives of the system, program agencies, service purchasers, County Transportation Coordinator, and client advocates. The Transportation Committee will attempt to address and rectify areas of concerns or service needs.