



LifeStream Services Senior Transit Rider Guide

Delaware and Grant Counties

Effective January 2, 2014

Hours of Operation

8 a.m. to 5 p.m. Monday through Friday. Riders should call **(888) 589-1121** between those hours to schedule a ride or change a scheduled trip. After hours, a message may be left on the voice mail, which will be checked the following morning.

Rider Donations

Trips on the LifeStream Services Senior Transit vehicles are funded primarily through federal Older Americans Act funds. Donations are accepted on all vehicles, with a suggested donation of \$2 for each one-way trip.

Door-to-Door and Service Policy

Door-to-door service means the driver will assist all passengers on and off the vehicle when special assistance is required. Drivers secure wheelchairs and fasten seat belts with approved methods and equipment. Drivers assist the passenger from the main entrance door of the original point of the ride to the main entrance door of the destination. It is expected that walkways, pathways and ramps will be kept clean and clear of hazards, ice and snow. Drivers are strictly prohibited from entering a passenger's home or any private residence unless a life-threatening emergency exists.

Cancellations and No-Shows

Six (6) cancellations within a thirty (30) day period may result in denial of service for thirty (30) days. Cancellations require one (1) hour notice. No-shows cause

service delays and potential denial of service to other passengers. Passengers who have scheduled a return trip and are no-show for one leg of the trip are automatically cancelled for the return trip unless the passenger calls to confirm the return trip. Three (3) no-shows within a thirty (30) day period may result in denial of service for thirty (30) days.

Rider Rights and Responsibilities

All riders must wear shoes and shirts at all times to ride. Eating, drinking and smoking on vehicles is prohibited. Riders with disabilities may bring service animals. Riders are only permitted to bring packages on board they can carry in one trip (limit of 5). Grocery bags or carts must be kept out of the walkways. Weapons (unless properly permitted as identified by state law), alcoholic beverages, gasoline and toxic materials are not permitted. Riders are not permitted on or off the vehicle without a driver being present. Riders must wear safety restraints at all time. Riders failing to follow these rules may be denied a ride. LifeStream Services Senior Transit is not responsible for lost, stolen or damaged articles. Riders must make their schedules with the dispatch office only (not with drivers). Riders should practice good personal hygiene to respect other riders and the driver.

Accessibility

Wheelchair accessibility is available in both counties. Passengers with wheelchairs or scooters may use the lift. Passengers who are disabled and unable to climb the stairs may use the lift. Shopping carts may not be carried on the lift.

Restraint Securement

All drivers and passengers regardless of age or disability must wear seat belts when seated anywhere in a transportation vehicle. The driver will assist all passengers with securing a seat belt, and the driver will make periodic checks to assure all seats belts are securely fastened. All wheelchairs/scooters will be secured with a four-point, tie-down method. Wheelchair riders will wear approved seat belts.

Unruly Passenger Policy

Disruptive, abusive, or argumentative passengers will not be tolerated on LifeStream Services transit vehicles. Without placing themselves or the other passengers in danger, drivers shall request the problem passenger discontinue the behavior. Passengers who continue objectionable activity shall be reported to the dispatcher (who may determine to contact law enforcement officials if necessary) or taken to the nearest public place and asked to leave the vehicle. Continued or repeated misbehavior will result in a suspension of service review by LifeStream Service management staff.

Service Animal/Pet Policy

Service animals are permitted to accompany individuals with disabilities in vehicles and transit facilities. Pets may be transported with the passenger if the pet is in a pet carrier (kennel style) designed for the containment of the pet. When the trip reservation is made, passengers must notify the scheduler/dispatcher that a service animal and/or pet will accompany the individual. Drivers are not permitted to carry the pet carrier on or off the vehicle.

Vehicle Designed to Accommodate

LifeStream Services transit vans are designed in compliance with the Americans with Disabilities Act requirements. They can accommodate common wheelchairs up to 30" X 48" measured at 2" above the ground and weighing no more than 600 pounds when occupied.

Portable Oxygen Tanks

LifeStream Services Senior Transit permits riders to carry portable oxygen tanks on vehicle. It is the responsibility of the rider to assure portable oxygen tanks are properly secured to prevent injury.

Good Customer Service Expectation

LifeStream Services Senior Transit places high value on being on time. However, things happen on occasion to prevent 100 percent on-time service. LifeStream

Services' Senior Transit is committed to having riders picked up no more than 15 minutes before or after the scheduled pick-up time. Riders should be ready as drivers may not be able to wait any longer than 5 minutes past the scheduled pick-up time to leave for the next destination. LifeStream Services Senior Transit will make every attempt to assure riders are dropped off at their destinations no more than 15 minutes before or after the scheduled drop-off time. Any changes will be communicated to the rider. It is always the goal to drop off riders at the requested drop-off time. LifeStream Services staff is committed to providing courteous, friendly and prompt service. Voice mails and e-mails are checked at least once an hour, and all calls are returned within one (1) hours during regular business hours.

Inclement/Adverse Weather

Our passenger, driver and public safety are our primary concerns. During adverse weather conditions, every effort will be made to maintain operations. However, LifeStream Services reserves the right to delay or cancel operations as necessary. Announcements concerning weather delays or cancellations will be made via local media.

Complaint/Appeal Process

Riders may call **(888) 589-1121** and ask to speak with the transportation manager or call **(800) 589-1121** and ask to speak with the quality improvement manager if customer service expectations are not being met. We accept positive ideas for improvement as well.

Thank you

Thank you for choosing LifeStream's Senior Transit service. It is our privilege to help you get to where you need to go. If you are interested in other services we provide, please call us at **(800) 589-1121** or visit our website at www.lifestreaminc.org.