

## **Castle Rock Senior Center Rider Policy Manual (updated November 2018)**

### **Who the Shuttle is intended to serve:**

- Seniors and/ or adult disabled persons
- Douglas County residents from the communities of Castle Rock, Castle Pines, Larkspur, Sedalia, Perry Park, Louviers and Franktown (with some limitations).

### **Rider Guidelines:**

- Service to riders is based on availability of vehicles and drivers
- **LOCAL TRIPS** (in and around Castle Rock and up to Lincoln Ave) need to be scheduled at least 24 hours in advance
- **SPECIAL TRIPS** (outside the local area) **MUST BE SCHEDULED AT LEAST SEVEN (7) BUSINESS DAYS** in advance
- Medical trips will take priority over other type of trips. Other trips, such as to the grocery store, hair appointments, Wal-Mart, etc. will be scheduled according to availability of vehicles and drivers
- You may be asked to adjust your pickup time so that we can combine trips or transport more than one rider at a time
- Violation of the Transportation Policy Manual could result in suspension or dismissal from the service. Please review the full transportation policy manual for all policies.

*Voluntary contributions are always appreciated and are used to expand and provide additional services. Contributions can be dropped in the box in the vehicle, at the Center, or mailed to us. You may contribute by cash, check or contact the Center to charge a contribution. Please know that whether or not you choose to contribute, you are still eligible for services. All contributions will remain confidential.*

### **SUGGESTED VOLUNTARY CONTRIBUTIONS**

		<b><i>One Way Trip</i></b>	<b><i>Round Trip</i></b>
Up to 2 miles	Castle Rock	\$2.00	\$4.00
2-4 miles	Plum Creek/Founders	\$3.00	\$6.00
4-6 miles	Meadows/Silver Heights/Metzler Ranch	\$3.00	\$6.00
6-8 miles	Castle Pines Village/Happy Canyon/Bell Mountain	\$4.00	\$8.00
8-12 miles	Castle Pines /Surrey Ridge/Sedalia	\$6.00	\$12.00
12-16 miles	Perry Park/Larkspur/Louviers Sky Ridge Medical Center/ Lioness Medical Center	\$10.00	\$20.00
Specials:	Parker Adventist/ Tech Center	\$15.00	\$30.00
	Denver Metro area/Aurora/ other points North	\$20.00	\$40.00

Castle Rock Senior Center is a non-profit, volunteer transportation service. All rides are given by volunteers who donate their time. The program is designed to help seniors 50+ and adults with disabilities maintain their independence and self-sufficiency by providing them a connection to the community. Our service is a schedule shuttle program, in which we pick up and drop off riders curbside. The program is funded by grants, contracts from service entities, and supported by the Town of Castle Rock along with YOUR contributions.

## Area of Service

The Center's service area in Douglas County includes Castle Pines, Louviers, Sedalia, Larkspur, Franktown and Castle Rock (with some limitations). The Center provides transportation for medical appointments, to congregate meal sites, grocery shopping and other local priorities. We also provide transportation into the greater Denver Metro area for medical appointments.

## Scheduling

Reservations are taken by a staff member Monday through Friday from 8:30 a.m. until 4:00 p.m. Please call 303-688-9498 to speak with a staff member. All ride requests must be made with a staff member; please do not contact a volunteer driver to schedule a ride, as they will not be acknowledged by our transportation program. Please call at least 24-48 hours in advance of a local trip. For medical trips in the metro Denver area, we ask that you schedule your ride as soon as you make your appointment; it must be made **at least 7 Business** days in advance, but more time is greatly appreciated to reserve a vehicle and secure a driver.

Riders are responsible for calling before the end of the month to schedule all reoccurring rides. NO rides carry over to the next month.

Please make sure that you have all the important information concerning your rides when making a request. If you do not have all the information, the ride will not be submitted for scheduling until all information is received. (i.e., date of ride, address and name of destination, building numbers, suite number, doctor's name, doctor's phone number, time of appointment, etc.)

\*\* Please note that if you are having a medical procedure that requires someone to sign for your release, you will need to make arrangements to have someone with you (must be a registered rider with us) or someone else pick you up. Our drivers **CANNOT** sign for your release from a doctor, surgery center or hospital.

## Cancellations and No-shows

### **A MINIMUM OF 24 HOURS IS NEEDED FOR ALL CANCELLATIONS.**

Riders who frequently cancel rides at the last minute or do not take scheduled rides without notice (no-show) may be suspended or dismissed from the service. We realize that ride cancellations are sometimes necessary and unavoidable. When someone cancels a ride the same day they are scheduled to be picked up, we often cannot reach the volunteer in time to let him or her know the ride has been canceled and the volunteer ends up making an unnecessary trip. This is very frustrating to the volunteers. And, because we are usually full, these situations prevent someone else from being able to get the ride they need.

## Extra stops and Changes in Destination

Do not ask the volunteer driver to make extra stops, unless medical related (i.e.: Rx pick up, lab work, etc.) You may request at the time of reservation to make up to two stops a day. Drivers' generally do not have time available for unscheduled stops. If you need to make extra stops, please make arrangements in advance with a staff member when you make your appointments. Excessive requests for extra, unplanned stops or other changes affect the prearranged schedule. If you need to change your local destination, you must let a staff member know at least one day before the trip so we can notify the volunteers. Last minute changes are disruptive to the volunteer's time schedule and if a different volunteer is scheduled to take you home he or she may not know where to find you.

## Days and Times of Operation

Our service is available Monday through Friday from 9:00 a.m. to 3:00 p.m. Our first pick-up time is 9:00 a.m. Please do not make your appointments for 9:00 a.m. as you will not get there in time. Your last possible pick-up time to return at the end of the day is 2:45 p.m. You must be ready and waiting to be picked up at 2:45, no later. If you live in a rural area (i.e., Louviers, Sedalia, Larkspur, Franktown, Perry Park) your pick-up time will need to be even earlier to insure the drivers can get you home by 3:00 before returning the vehicles to the Center and doing the appropriate paperwork before going home for the day. Our normal business hours are Monday – Friday 8:30 a.m. – 4:30 p.m.

The Center is closed for the following holidays: New Year's Day, Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, August Maintenance Week, Labor Day, Thanksgiving Day and the following day, Christmas Eve and Christmas Day. Holidays that fall on Saturday will be observed the preceding Friday. Holidays that fall on Sunday will be observed the following Monday. For the safety of our volunteers, staff and riders, we may close the Center during inclement weather; this could occur prior to the start of the business day or during the day. In these cases we will make every effort to get you home.

Staff members are available in the office Monday through Friday from 8:30 a.m. until 4:30 p.m., they will be happy to take your ride requests. Should there be any issues with your request a staff member will call you as soon as he/she detects any issue. If you need to leave a message outside of our business hours you may leave a message on our main number 303-688-9498. Someone will return your call as soon as possible and during regular business hours. \*Please remember we need 24 business hours for all local ride requests.

Although we at the Center make every effort to have someone available at this number during regular business hours, sometimes that is not possible. Please leave a message.

## Pick-up Times and Wait Policies

### **Please leave a window of 15 minutes before and after your pick-up time for the volunteer driver.**

Sometimes a volunteer may arrive early so it is important for you to be ready. When a driver is running early that provides a time cushion for later trips in case there is an unforeseen delay or other circumstance. However, the volunteer may also be a little late getting to you due to traffic, weather, trains, or the tardiness of other clients. It is a good idea to allow enough time before your appointment to account for these rare instances. Only if the volunteer is more than 15 minutes late should you call the Center to advise us of the situation.

Please watch for the Volunteer driver, who can be identified by the vehicle toppers and or signs on the car. If you cannot see the car from your pick up location, please let the receptionist know. Then it can be noted on the drivers' schedules to call you upon arrival. To avoid disrupting the schedules of other riders, the volunteer cannot wait more than five minutes for you after the scheduled pick-up time.

## Conduct

Inappropriate conduct will not be tolerated and may result in denial of that particular ride, suspension, or dismissal from the service. Examples of inappropriate conduct are: intoxication, physical abuse towards staff, volunteers or other passengers, arguing and verbal abuse, threatening the driver or fellow passengers, use of foul language, or sexual harassment. If a rider shows any examples of such inappropriate conduct, service may be denied to them. Inappropriate conduct will be reported to the Transportation Coordinator and/or the Director, so proper action can be taken. Volunteers have the right to refuse any rider due to inappropriate behavior or in circumstances they feel will jeopardize safety.

## Animals

The Center allows riders to bring their service animals on trips. Please let the receptionist know you will be bringing a service animal when you schedule your trip. Also, the Center will attempt to accommodate passengers who need to transport their pet to the veterinarian. The pet must be in a pet carrier, and trips with pets must be scheduled in advance so we can clear it with the driver.

## Service Restrictions

For safety reasons, the Center cannot take children in the vehicles. All riders must be registered, even caregivers or spouses. If a volunteer or staff person feels a rider's circumstances are not appropriate for the service, that ride/rider may be refused service.

Although we provide shopping/grocery trips, volunteer drivers can accommodate a few grocery or shopping bags in the vehicles. **Please note that drivers are not required to carry your grocery or any large purchases to your home. Do not plan to purchase items you will be unable to carry into your home yourself.** The driver may set them on the curb for you to carry to your home. If you anticipate an unusual size or number of bags or packages check with a staff member when scheduling your ride. We do not accommodate rides to liquor stores or marijuana dispensaries.

## Safety

Passengers in the front seat must wear seatbelts as required by Colorado law. Passengers should not distract the driver and must not leave the vehicle until the driver indicates it is safe to do so. If you require additional assistance, tell the scheduler when requesting your ride to see if our services can accommodate the request.

## Cost

We do not have a fee schedule for rides. However, voluntary contributions are encouraged and vehicles have a contribution box available. Please refer to the suggested voluntary contributions in the welcome letter. Larger contributions are always welcome. We would not be able to continue our transportation services in its entirety if not for the contributions we receive from riders. Volunteers have our suggested voluntary contribution sheet available for your convenience.

## Suspension or Termination from Service

The Center makes every reasonable effort to be fair and supportive to its volunteer drivers and riders. These rules are created to make sure that the Center riders know what is expected of them so that our volunteer drivers have a pleasant experience. Volunteers who are frustrated, treated rudely, or who feel they have wasted their time may quit and volunteer elsewhere. Just one resignation will impact many riders. As a result, riders who wish to use our service must adhere to these rules. Failure to do so can result in a warning, a temporary suspension of service, and/or a permanent termination of eligibility to ride. Riders who feel they cannot meet these rules are encouraged to discuss their situation with the Transportation Coordinator before it becomes a problem for the volunteers.

## Non Discrimination Policy

*All activities of the Center shall be conducted on a non-discriminatory basis with regards to race, creed, color, religion, sex, sexual orientation, gender expression, national origin, age, ancestry, mental or physical disability, medical condition, genetic information, marital status, military status or any other characteristic protected by law.*