

CHARLOTTE COUNTY ALTERNATIVE TRANSPORTATION ASSOCIATION

CHARLOTTE DIAL-A-RIDE

OPERATIONS POLICY

Whereas the Charlotte County Alternative Transportation Association (CCATA) is a non-profit organization with a mission to ***provide access to transportation for residents of Charlotte County that is dependable, courteous, safe, efficient, inclusive and sensitive to the needs of all individuals and respectful of the privacy of all concerned***, and whereas the Dial-A-Ride service is structured for the primary purpose of addressing the *charitable transportation needs of those most vulnerable in our communities*, this membership policy provides guidelines as day to day operations of the Dial-A-Ride service.

HOURS OF OPERATION

The hours of operation of the Charlotte Dial-A-Ride service shall be Monday to Friday 9:00am – 5:00pm. The Charlotte Dial-A-Ride service shall not operate on weekends and statutory holidays.

PROCEDURE FOR RIDE RESERVATIONS

Ride reservations are provided to USER MEMBERS in good standing (See Membership Policy).

All rides are to be reserved at least 48 hours in advance by calling the dispatcher number and either speaking directly to the dispatcher or leaving a detailed message as to the ride requirements including the name and address of the member and the specific address of the desired destination.

Drivers will be instructed NOT to take ride reservations other than those arranged through the dispatcher. If a driver receives a call he/she must direct the caller to the Dial-A-Ride dispatcher.

Transportation will be arranged on a first come first serve basis to user members.

PUNCTUALITY

It is important for the credibility and efficiency of the service that all drivers and riders understand and abide by the importance of punctuality. Riders are expected to be ready at the scheduled time of pick up and drivers are expected to arrive at the scheduled time. If the rider delays more than 5 minutes he/she forfeits the ride and the driver should move on to the next destination. Exceptions to this policy should be rare, as word of mouth regarding the flexibility in pick-up time could compromise the overall efficiency and credibility of the service.

SCHEDULED STOPS

All scheduled stops for any given trip must be pre-approved by the dispatcher at the time the reservation is made. Drivers are not expected to make any unscheduled stops on the way to or from the member's destination as this may interfere with scheduling of subsequent trips.

GEOGRAPHIC AREA OF SERVICE

Charlotte Dial-A-Ride will only provide rides within Charlotte County, with the possible exception that when resources permit, rides could be provided to Saint John. There will be **NO cross border drives entering the United States.**

SHARED SERVICE

In order to make the most efficient use of vehicle kilometers traveled, the dispatcher shall attempt to coordinate drives such that more than one passenger may share a trip with a given volunteer driver. Passengers will be notified that they may have to make a short detour along their way to pick up an additional rider. If necessary, and if possible, riders will be asked to adjust their schedule to facilitate the sharing of rides.

COORDINATED SERVICE

The dispatcher shall make every effort to coordinate the efficient delivery of service. For example, should there be a number of Charlotte County residents having appointments for a particular type of medical treatment either in Charlotte County or Saint John, the dispatcher shall contact the medical facility and request that appointments for Charlotte

County residents take place on a given day of the week so that more passengers can travel at once.

EMERGENCY SERVICES

The Charlotte Dial-A-Ride service operates on a reservation system with a minimum required notice of 48 hours. It does not provide emergency transportation services.

WEATHER CONSIDERATIONS

Safety and security of member users and volunteer drivers is of paramount concern to CCATA.

If School district 10 has closed schools due to weather concerns, CCATA will also cancel drives for the day.

On other occasions, when school is not in session, cancellation of transportation services will be at the discretion of the manager who will take into consideration the nature of the weather conditions occurring or forecast for the day. If drivers express concern about conditions and choose not to drive, then services shall be cancelled accordingly. Those with rides reserved for the day shall be contacted and every effort shall be made to reschedule transportation services.

ASSISTANCE FOR PEOPLE WITH DISABILITIES

Riders with disabilities will be asked about the nature of their disability and the type of additional assistance required in order to receive transportation services.

Where appropriate, drivers with the confidence and ability to provide such services will be dispatched to riders in need. Otherwise, riders may have a caregiver accompany him or her for the duration of the trip. The caregiver does not need to be a paid member of CCATA, but the caregiver will be charged a fee for travel equal to half the fare of the rider.

In the short term CCATA will not be able to transport people who require wheelchair accessible vehicles.

PRIORITY OF SERVICE

CCATA will strive to meet all ride requests. All ride requests shall be tended to on a first come first serve basis. However, if priority must be assigned for any reason, the dispatcher will use some judgment regarding how this priority should be assigned. For example a ride for a medical appointment or a ride to a place of employment might take precedent over a ride for a social visit.

SMOKING

All Dial A Ride drivers and riders shall refrain from smoking in the vehicle during trips.

COURTESY

All CCATA staff, Dial-A-Ride drivers, volunteers and riders shall conduct themselves with common courtesy and respect at all times.

REFUSAL OF SERVICE

Volunteer drivers shall reserve the right to refuse to provide transportation services if the member conducts him or herself in a manner that is deemed socially unacceptable (i.e. has poor hygiene, is or seems to be under the influence of alcohol or drugs, is abusive or otherwise uncooperative or otherwise harasses the driver to the point where his or her comfort level with the passenger is exceeded beyond his/her willingness to provide the transportation service).