

New London Parks & Recreation Transit Service Policies & Procedures

Recommended by Park & Recreation Committee: December 1 st , 2009	Approved by City Council: December 8 th , 2009	Implementation Date: December 9 th , 2009
Policy Sources: Past Unwritten Procedures Mount Olive Senior Transportation, Mount Olive, NJ		

PURPOSE

The purpose of this policy is to provide standards for providing safe, convenient, and reliable transportation that will enable riders to maintain their independence and dignity, thereby preventing the substantial limitation of one or more major life activities caused by normal aging processes or qualified disabilities.

POLICIES

1. The transit service is available Monday thru Friday from 9:00 a.m. – 4:00 p.m. The bus will generally not operate from 12:00-12:30 p.m. and appointments will not be made during this time. If someone is in need of a return ride during this timeframe, they will generally be picked up after 12:30 p.m.
2. The department reserves the right to cancel service on days when weather conditions create hazardous transport conditions. When the service is cancelled staff will notify those who are scheduled for transport for that day.
3. Individuals age 60 or older and those with disabilities as defined in the Americans with Disabilities Act are eligible for transport. Such transportation may require an assessment of the individual's special needs and/or a physician's statement attesting to the individual's disability.
4. New London Park & Recreation Department staff reserves the right to refuse transportation to any individual who compromises the health and safety of himself/herself, other passengers, or the driver of the vehicle.
5. Individuals interested in riding the bus shall call 24 hours in advance to schedule a reservation. Staff discretion will be used in the case of an emergency or medical exception.
6. Transit drivers will provide a Door-to-Door transit service. Drivers will assist individuals from the door at which they are picking up their clients to the door where they will be dropped off.

7. Clients who make reservations shall be ready for pick up at least 10 minutes before their scheduled pick up time. If a client is not ready an attempt will be made to contact the client by knocking on the door and/or calling the client. Drivers will wait no longer than 5 minutes for the client and will cancel that appointment if the client is not ready so as not to back up the schedules of other clients.
8. The return time is an estimation and may vary depending on the number of people being transported, traffic conditions, weather, etc.
9. In order to insure the safety of all passengers, there is a limit of four (4) carry on shopping bags per person.
10. Immediate family members or caregivers are permitted to accompany an individual who is in need of transit services.
11. All transit drivers shall maintain a valid drivers license and clean driving record. Drivers will also be CPR and First Aid Certified.
12. Transportation services are available free of charge for all residents in the defined service area. A sign will be placed in the bus that suggests a \$2.50 donation each way will help keep the vehicle running.
13. The transportation service will run within a six-mile radius around the City Limits of the City of New London.

