

AGING SERVICES INC. KIWANIS KRUISER SENIOR TRANSPORTATION PROGRAM

POLICIES AND PROCEDURES

WHO CAN RIDE?

The Kiwanis Kruiser is available to all persons age 60 and over. The Kruiser is also available to the disabled under age 60. No one under the age of 18 is allowed to ride.

HOURS OF OPERATION

The Kiwanis Kruiser operates Monday through Friday. Rides are available every 30 minutes starting at 8:30 am until 10:30am and from 1:00pm until 3:00pm. All day Wednesday is reserved for Walmart shopping. Depending on where you live is the time you will be scheduled with that group.

HOLIDAYS

The Kiwanis Kruiser is not available for rides on the following Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the following Friday, Christmas Eve and Christmas Day.

BAD WEATHER POLICY

On days when the weather is so bad that Norman Public Schools close, the Kiwanis Kruiser will not be available for rides.

FUNDING AND DONATIONS

The Kiwanis Kruiser is funded from a variety of sources. The primary source of funding is an Older Americans Act grant provided through the Areawide Aging Agency. The Kruiser is partially funded by the City of Norman and the Kiwanis Club of Norman. Rider donations are an important part of the funding as well. **The suggested donation for a one-way ride is \$2.50 or \$5.00 for a round trip ride.** Donations from riders go right back into the program to fund the service. Rider donations are not required but they are strongly encouraged and greatly appreciated. There is a donation box on the bus. Please have correct change as the driver cannot make change. Don't try to give your donation to the driver, but put your donation in the donation box.

SERVICE AREA/PERIMETERS

The Kiwanis Kruiser serves the area included in these boundaries: North to Tecumseh Road, South to Cedar Lane, East to 36th and West to 48th.

SCHEDULING AND RESERVING A RIDE

Reservations for the Kruiser are made on a first come first serve basis. Persons age 60 and over can make a doctor or dentist appointment reservation up to two weeks in advance. All other appointments can be scheduled one week in advance. Riders can schedule two round trip rides per week, not including shopping on Wednesday at Walmart.

To make a reservation, please call the ASI office at 321-3200. You must schedule your ride through the office, not through the bus driver. Each time you call, you must provide your full name, address, phone number and the name and address of your destination. If you cannot provide this information, you will forfeit your chance to have that reservation until you can provide all the necessary information.

CANCELATION POLICY AND PROCEDURES

Riders need to be considerate of others who also need transportation assistance. Please cancel your scheduled rides in a timely manner to allow us to reschedule the ride for someone else. Cancellation is discouraged if at all possible. If you cancel 3 or more scheduled rides within a 30-day period, you will be suspended from riding for 30 days. We consider the following to be an inappropriate cancellation: No show for scheduled ride, cancel at the door, late cancel leaving us unable to rebook a ride and no show at drop off.

SUSPENSIONS

When a rider receives the first suspension, the rider will be suspended from service for 30 days. If the rider receives a second suspension, the rider will be suspended from service for 60 days. If a rider receives a third suspension, that rider could be subject to permanent suspension from Kruiser services.

GETTING ON AND OFF THE BUS

Please be ready to go when the bus arrives. Please use caution entering and exiting the bus. Stay seated until the bus has come to a complete stop. Avoid distracting the bus driver. Only driver will operate the power lift. While operating the lift, driver may not at the same time be riding the lift. **Any rider may request to use the Automatic Wheelchair Lift or ramp.**

WHAT IS NOT ALLOWED ON THE BUS

No open food or drinks are allowed on the bus. No guns or weapons are allowed. No smoking is allowed. No panhandling, solicitation, sales or handing out of materials of any sort is allowed. Riders should not be under the influence of alcohol or illegal drugs. No abusive, obscene or profane language is allowed. No disruptive, threatening or rude behavior will be tolerated. Please do not leave litter or trash on the bus. No operating or tampering with any equipment on the bus. No radio, cassette player, compact disc, iPod or other sound generating equipment is to be played on the bus without headphones.

SHOPPING GUIDELINES

Riders should limit their parcels to **5 Walmart bags and 2 tote bags**. All packages must be secure on their lap, in the seat beside them, when available or on the floor between their feet. Riders **MUST** be able to carry their shopping bags from the bus to their home.

ANIMAL POLICY

No animals other than service animals are allowed to ride on the bus. Rider may be asked 2 questions: (1) is the animal a service animal required because of a disability? And (2) what work or task has the animal been trained to perform? (ADA FTA C 4710.1, 2015 Pg 37) Regulation: A 'service animal' is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items. (Dept. of Transportation (DOT) Americans with Disability Act (ADA) regulations at 49 C.F.R. Section 37.3)

PROCEDURE FOR FILING TITLE VI/ADA COMPLAINT

Aging Services Inc. is committed to utilizing customer feedback as a means of improving the quality of our service. ASI welcomes compliments, complaints and suggestions. Riders are provided with an annual satisfaction survey each year to express their thoughts on the service. Riders may call the office at 405-321-3200 at any time with questions or concerns, or to request a copy of Aging Services' Title VI/ADA Complaint Policies & Procedures. This document is also available on our website at **agingservicesok.org**. Aging Services will provide information in accessible formats on request.

**Aging Services Inc.
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(405) 321-3200
Agingservicesok.org**