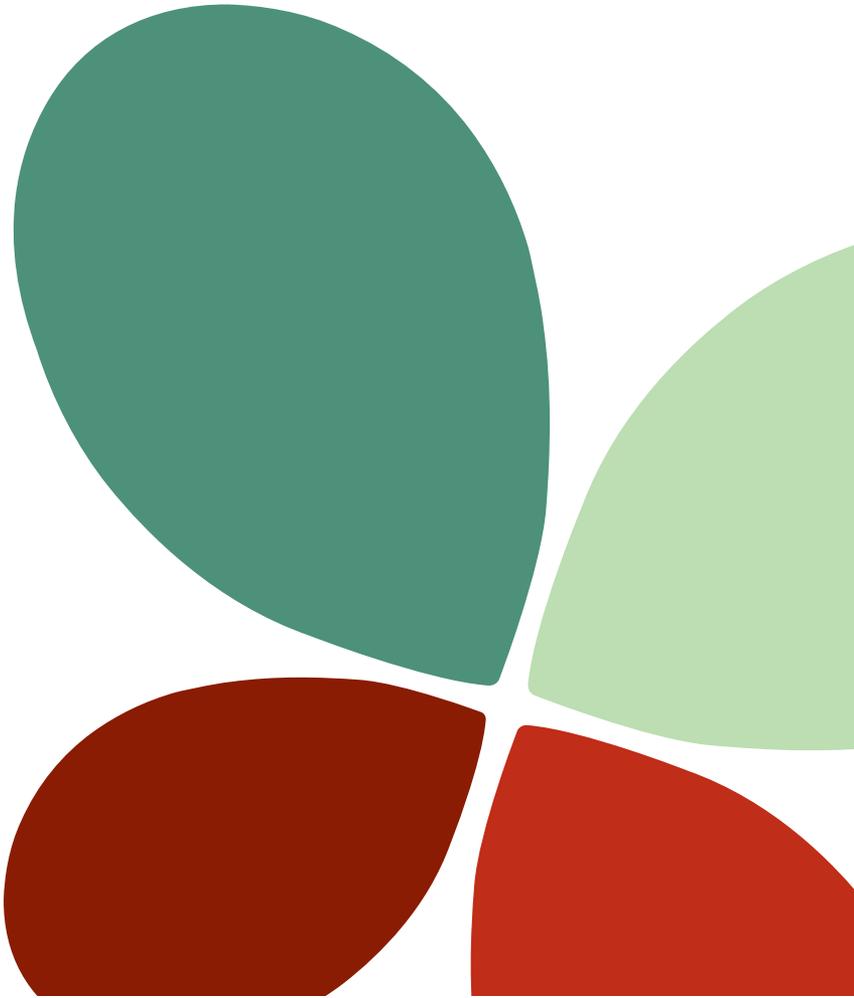




Transportation

Specialized Transportation for Senior Citizens
and Persons with Disabilities





Hope Network Transportation
Scheduling Hours
8:00 AM to 4:30 PM
Monday-Friday
616.243.0876

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Welcome Aboard!

We at Hope Network Transportation Services would like to welcome you aboard! This manual gives information you need to know about our services.

Our Mission

“Hope Network is a Christian organization that empowers people with disabilities or disadvantages to achieve their highest level of Independence.”

Hope Network Transportation Contact Information

Phone: 616.243.0876

Fax: 616.243.1258



Hours of Operation

Scheduling: 8:00 a.m. - 4:30 p.m., Monday-Friday
Dispatching: 6:00 a.m. - 5:30 p.m., Monday-Friday
Driving: 7 days a week, 365 days a year (as available)
Drivers carry a cell phone when office is not open.

Whom We Serve*

Our transportation services are available to a wide variety of individuals who use them for many different reasons. We provide transportation for:

Employment

- Individuals with disabilities who are competitively employed and have an initial sponsor.

Insurance

- People with disabilities who go to programming authorized by insurance agencies or contracted agencies such as State Farm Insurance and Pine Rest Christian Mental Health Services
- Individuals who need transportation to medical appointments and are authorized by health insurance agencies (Please call your health insurance company to see if they cover this for you).

** Personal Care Attendants (PCAs) may accompany at no additional cost.
Service Animals may accompany passengers as long as it can be done safely.*

Network 180

- People with physical, developmental, mental or emotional disabilities who need rides to network 180-approved day programming at:
 1. Hope Network sites
 2. Transitions/Touchstone
 3. Goodwill Industries
 4. Gerontology Network

North Kent Transit (NKT)

- Residents of participating townships in Northern and Eastern Kent County who are 60 or older or have a disability.

Cascade Township

- Residents of Cascade Township who are 60 or older or have a disability (effective 07/01/11).

Senior Transportation

- **Senior Citizens (60 years or older)** who have been approved to attend day programming sites.
 1. Kent County Senior Millage funded programs, (administered by Area Agency on Aging of Western Michigan)
 - a. Care Tree Adult Day Services
 - b. Hope Network Side By Side Adult Day Services
 - c. SarahCare Adult Day Program
 - d. Ridelink (Collaboration with area agencies)
 2. Care Resources (PACE all inclusive senior program)

Whom We Serve (continued)

Specialized Group Services

- Groups of senior citizens or people with disabilities

Types of Service

- Respirators and portable oxygen tanks are allowed as long as they can be transported safely.
- We offer advanced reservation, door-to-door transportation services.
- We offer rides for people who are ambulatory, in a wheelchair, use walkers, and similar aides such as Amigos (if you use an Amigo, we strongly recommend that you transfer to a regular seat and the driver properly secure the Amigo).
- For senior citizens participating in Day Programming, we offer door-through-door service.
- Several passengers may share the same vehicle, and vehicles may make other stops before reaching your destination.

Service Area

Hope Network serves all of Kent County and portions of Ottawa County. Individual programs may restrict service area.

Making a Reservation

- The scheduling office is open 8:00 a.m. to 4:30 p.m. Monday-Friday.
- Reservations must be made through one of the agencies listed on pages 5 and 6 “(except NKT and Cascade Twp).
- Make your reservations 8:00 a.m. to 4:30 p.m. If your trip is for a Sunday or Monday, you must call by 4:30 p.m. on Friday.
- You may schedule a trip up to 7 days in advance.
- If you schedule rides that are the same every week, you may be permanently scheduled on the same route.
- Ask for an approximate pick-up time. Be ready 15 minutes before the estimated pick-up time.
- If your ride is 15 minutes past the scheduled pick-up time, you may call Customer Care to get an update on your ride. We can contact all vehicles via two way radio.
- Inform us of any useful emergency contact information and approval to drop off unattended.



Rules for Cancellation and No-Shows

- Cancel your ride as soon as possible! We need to know **at least one hour** before your pickup time, but the sooner the better. 
- If you are scheduled for a ride, but do not take that ride or call too late to cancel, you will be considered a **“No-Show.”** We will **automatically cancel your return ride** unless you call us and let us know you still need the return ride. **If you are a no-show three times in a row, we will cancel all your rides until we receive confirmation that you still need your trips. We will contact you or your agency to find out your future intentions.**

Fares

Your fare depends on the program in which you are participating. We may require a fare when you board or we may bill you once a month. Please call the office for details at 616.243.0876.



Passenger Assistance Policies

When you schedule your rides, please tell us any special needs you may have.



- Hope Network drivers are specially trained in Passenger Assistance Techniques.
- Drivers provide door-to-door and, in many cases, **person-to-person** service.
- All drivers transporting passengers using wheelchairs receive specialized training.
- Locations without a ramp require prior approval from the Transportation Services Manager.
- All drivers transporting senior citizens to day programming receive training for the special needs and care seniors may require.

Passenger Conduct

Safety is our number one concern! To promote and ensure the safety of our passengers and drivers, you must follow these rules:



- Keep your seatbelt on at all times.
- Children **must** be secured in a Child Safety Seat or Booster Seat as required by law. Parents must provide the seat.
- Stay seated at all times.

Passenger Conduct (continued)

- Do not distract the driver or other passengers.
- Do not play with the door locks.
- Passengers must treat other passengers and drivers with dignity and respect at all times.

If your behavior is distracting to the driver and causing a safety issue, we will take the necessary steps to resolve the issue and ensure safety, up to and including termination of services.

Passenger Responsibilities

- Be on time for your ride. **The driver will wait only five (5) minutes for you to come out to the bus.** If you are not out to the bus in five minutes, the driver will no-show you and will not return. You will be responsible for finding your own transportation that day.
- Call Customer Care (616.243.0876) and cancel your rides in advance. (See page 9, “Rules for Cancellations and No-Shows”). No-shows cost everyone time and money and may result in you no longer being able to use our transportation services.
- You may not eat or drink on the vehicle.
- You may not disembark before scheduled stop.



Passenger Responsibilities (continued)

- You may not smoke on or near Hope Network vehicles.
- It is Hope Network policy that our drivers cannot accept tips, gifts, or other gratuities from passengers.
- All passengers must be authorized in advance.

Vehicle Types



Please be specific in what your needs are so that we dispatch the proper vehicle to you. Most vehicles are red and white or blue and

white with the Hope Network logo on them. The types of vehicles available are:

- Mini Vans (up to 6 ambulatory passengers)
- Large Passenger Vans (up to 14 ambulatory passengers)
- High-Top Wheelchair Vans (up to 2 wheelchairs and 4 ambulatory)
- Small Busses with Lifts (up to 2 wheelchairs and 12 ambulatory)
- Large Busses with Lifts (up to 24 passengers)



In any type of severe weather, expect delays. Safety is our main concern!

- Cancellations will be announced on WOOD Radio AM 1300, WOOD-TV 8, and WZZM-TV 13.
- In a **Severe Weather Watch** transportation will continue and we will monitor the weather.
- In a **Severe thunderstorm Warning** we will be in constant contact with the drivers, monitoring conditions and delaying services where necessary.
- In a **Tornado Warning** we will suspend transportation until we receive an “all-clear.” Drivers will seek the nearest available shelter.
- In a **Tornado Alert** our drivers will seek shelter immediately.
- **Winter Storm Advisories:**

White: Transportation Continues. Our drivers may determine which roads or driveways may be impassable. In this case, Customer Care will call the passenger to either cancel the ride or meet the bus in a clear area.

Yellow: Transportation is cancelled to all Network 180 Day Programs and Adult Day Care Programs, but the centers will remain open. Necessary employment (including some Hope Network sites) and medically-related rides will continue unless the dispatcher cancels them.

Red: All transportation is cancelled.

Service Improvement Opportunity (Feedback)

Hope Network is very interested in knowing if we are providing safe and reliable service that meets your needs. If there is a problem, we follow through on all complaints until the issue is resolved. If you have an idea as to how we could improve service, please call 616-243-0876 and Customer Care will be happy to assist you.

Customer Care Cancellation Guide

Contacting You

- Driver is to knock on door or ring door bell
- Driver will wait 2 minutes before contacting Customer Care for Assistance
- Customer Care will call you if no contact has been made
- If no answer, Customer Care will leave a message that includes:
 - Their name
 - Their department
 - Day/time of call
 - Notify that driver has arrived
 - Indicate how long driver will wait
 - Leave a call back number

Advance Cancellations

- You call before day of service
- Customer Care will offer confirmation number
- Customer Care will record:
 - Who called to cancel
 - AM, PM, or All Day cancel
 - Confirmation accepted or declined

Same Day Cancellations

- You call day of service, more than 60 minutes before beginning of scheduled pick up window
- Customer Care will offer confirmation number
- Customer Care will record:
 - Who called to cancel
 - AM, PM, or All Day cancel
 - Confirmation accepted or declined
 - Time driver was contacted

Cancellation at the Door

IF

- You are at a group pick up location and do not board, as long as at least one passenger from that location does ride

THEN

- Customer Care will record
 - Driver that called in
 - AM, PM, or All Day

Site Closure Cancellation

- Destination location closes
- Customer Care will record:
 - Who called to cancel
 - Reason closed
 - Driver notified (only for day of service)

Late Cancellation

- You call day of service, less than 60 minutes from beginning of pick up window
- Customer Care will offer confirmation number
- Customer Care will record:
 - Who called to cancel
 - AM, PM, or All Day Cancel
 - Confirmation accepted or declined
 - Time driver was contacted

You Are Considered a No Show If:

- You call day of service, less than 15 minutes from beginning of scheduled pick up window
- Vehicle arrives at the correct location within scheduled pick up window
- Driver has made every reasonable attempt to contact you
- Customer Care has made every reasonable attempt to contact you
- Driver has waited 5 minutes without establishing contact

Excused No Shows

Excuse	Result
Vehicle is late	Missed Trip
Vehicle arrives at wrong address/entrance	Missed Trip
Turn for worse in variable condition	Cancel at the Door
Family Emergency	Cancel at the Door

Accredited By



Funding Provided By



REHABILITATION SERVICES
BEHAVIORAL HEALTH
DEVELOPMENTAL SERVICES
SUBSTANCE ABUSE TREATMENT
SUBSIDIZED HOUSING
TRANSPORTATION
WORKFORCE DEVELOPMENT

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616.243.1258 [Fax]

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Hope Network is proud to be an Equal Opportunity and does not discriminate on the basis of race, religion, sex, color, national origin, age, handicap or marital status.