

Kern Regional Center Consumer Transportation Guide



June 1, 2019

Policies and procedures are subject to change

Now that you are eligible for Kern Regional Center (KRC) transportation, it is important to learn how to use our system. This guide will explain:

- How to schedule (and if necessary cancel your transportation)
- When to be ready for your bus
- How to help you make sure your trip is a pleasant one

What We Are:

Regional Center transportation is a private transportation system for KRC consumers who are unable to use public transportation or who do not have access to a reasonable mode of transportation. KRC does not own or operate its own buses but uses private contractors who are vendored to provide this service.

Your travel time will be similar to travel time on a public bus. You probably will not go directly to your destination because other riders need to be picked up or dropped off first. In that way, this is like a shared-ride airport service or public school bus.

What We Are Not:

We are not like a private taxi. Your ride may be shared with others, so special allowances for pick-up and drop off times cannot be accommodated. Routes are designed to get you to and from program at a set time. If your schedule requires an early or late pick-up, transportation may not be available.

We are not a medical transportation service.

Service Area:

KRC transportation operates in Kern, Mono and Inyo Counties.

Giving You Independence:

KRC transportation helps you independently travel to and from your program.

Understanding Pick-Up Times:

Our transportation services have a 10-minute pick-up window. This means the vehicle is considered on time if it arrives up to 5 minutes prior to the scheduled time or 5 minutes after the scheduled time. For example, if the pickup is scheduled for 8:00 AM, the vehicle can arrive anytime between 7:55 AM and 8:05 AM and still be considered “on time”.

Understanding Curbside Pick-Up:

Your service is a curb-to-curb service. This means that the driver cannot leave the vehicle to come to your door or enter your building. In most cases, the vehicles will not be able to enter private driveways or gated apartment buildings. If you need help getting to the curb, please be prepared to rely on your friend, family member, or care provider.

Our vehicles will enter public roadways only if the roadway is wide enough for safe driving. There must be room for our largest vehicles to exit without backing up. If you are not sure whether we will be able to reach a particular location, call the transportation vendor providing the service.

Understanding Wait Times:

The driver will wait only 3 minutes (within the 10 minute window) for you to arrive at the curb. If the driver is early, the 3 minutes begins within your 10 minute window. (See Understanding Pick-Up Times). Drivers will not be able to honk the horn or leave the vehicle to notify you of their arrival. The dispatch office will not be able to call you upon arrival. ***You are responsible for getting to the curb once the vehicle arrives.***

Understanding “Rider No-Shows”:



When a rider does not show up for their scheduled ride, time and valuable resources are wasted that could have helped other riders get to their destinations.

After 3 consecutive days of No-Shows, the transportation vendor will stop driving by your place of residence until you, your family member or care provider make contact with them to start services again. The driver may mark the sidewalk in front of your place of residence with the date and time for each No-Show day that he/she was there. This will be marked with chalk.

The following situations are considered Rider No-Shows:

- You cancel a trip less than 2 hours before the scheduled pick-up time.
- You are not at the curb within 3 minutes of the driver’s arrival, provided the driver has arrived during the 10-minute pick-up window.

The following situation is not considered a Rider No-Show:

The driver arrives after your 10-minute pickup window and you call to cancel the trip.

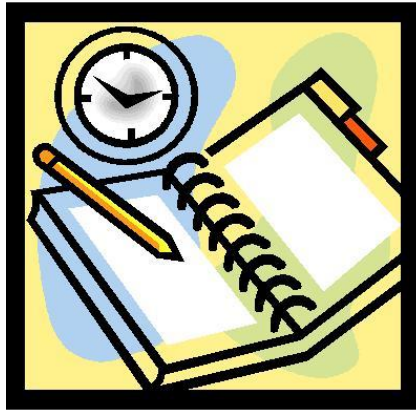
Understanding Trip Cancellations:

If you are unable to take a scheduled trip, call the transportation vendor as soon as possible to cancel your trip. Please be prepared to give the following information.

- UCI#
- Name
- Address

CANCELLED!!

How To Arrange Transportation:



Consumers' transportation is coordinated through the Regional Center Service Coordinator. Each request for transportation is evaluated along with the program placement process. If you change your address or need alternate pick-up or drop off address modifications (because of respite, for example), please call your Service Coordinator. Please understand that changes must be planned well

in advance. An address change will take a minimum of 5 business days to process. You will need to provide your Service Coordinator a complete address, including any apartment or unit number, city and zip code. Also be prepared to provide phone numbers for emergency contacts. Incomplete information will delay the process.

Transportation will not be provided on those holidays agreed on by transportation vendors. You can find a list of the transportation holidays on KRC's website at www.kernrc.org.

What You Can Take On The Vehicle:

- A limited number of packages. The equivalent of 1 paper grocery bag, with a total weight of no more than 10 pounds. You must be able to maintain control of any and all packages while riding. Packages are expected to ride in your lap and not interfere with other riders.

What You Cannot Take On The Vehicle:

- Hazardous materials, including weapons of any kind, explosives, corrosive liquids and flammable materials.
- Packages that you cannot keep control of during your ride.
- Packages that are larger than the equivalent of one paper grocery bag or more than 10 pounds.
- A pet that is not a service animal.

Waiting For The Vehicle:

Remember that the driver cannot leave the vehicle to enter a building or even come to the front door. You must be at the curb for pick-up. If you need help to get there, please be prepared to have someone assist you.

If you have waited past the scheduled pick-up time and the vehicle has not come:

Please call the transportation vendor and request an estimated arrival time.



Boarding The Vehicle:

You are responsible for getting to, into and out of the vehicle. Drivers will offer assistance as you get on and off the vehicle and help you use the vehicle securement devices. They will also operate the wheelchair lift. However, they will not lift, carry or accompany you to or from locations away from the vehicle. If you need further assistance, please have someone available at the pick-up or drop off location to help you.

Most vehicles have lifts for wheelchairs. You will not be allowed to ride the lift if you are not securely seated in a wheelchair.

During Your Ride - Code of Conduct:

The following rules have been developed to make your trip safe for all riders and drivers. If you violate these rules, you may be suspended from the service.

Seatbelts:



Every rider must wear a seatbelt. Removing or refusing to wear a seatbelt is not allowed.

Eating, Drinking and Smoking:

No eating or drinking is allowed on the vehicle. All vehicles are non-smoking.

Personal Hygiene:

Riders must maintain an acceptable standard of cleanliness.

Radios, MP3, iPod, Tape and CD players, as well as cell phones:

Sound making equipment of any kind may only be used on a vehicle with headphones. The volume must be kept at a level that cannot be heard by other riders. This rule does not apply to devices used for communication by people who are hearing or speech impaired.

Serious Behavior Issues:

The following behavior is never allowed.

- Abusive, obscene, or threatening language or behavior.
- Sexual harassment of riders, drivers, passengers, or others.
- Riding under the influence of alcohol or illegal drugs.
- Riding with weapons of any kind.
- Riding with hazardous materials, including fuel or explosives. Portable oxygen tanks are allowed if prescribed by a doctor.
- Tampering with or using any of the vehicle's equipment, including the vehicle steering wheel, parking brake, hydraulic lift, driver's two-way radio, or Mobile Data Terminal, or trying to remove wheelchair tie downs.

- Tampering with any of the vehicle's emergency equipment or emergency exits.

Other Rules:

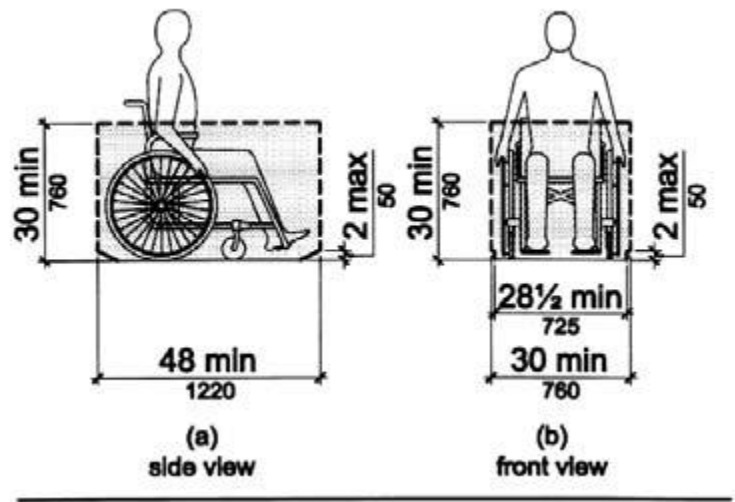
Changing your drop off location: The driver is not allowed to change drop off locations for any reason (See How To Arrange Transportation).

Tipping the Driver:

Our drivers are not allowed to accept tips or gifts. If you had a good experience, we encourage you to report it to KRC.

Size of Your Mobility Device:

Most of the accessible vehicles in the fleet are designed to accommodate a mobility device no larger than 30 inches wide by 48 inches long and/or weighing with its passenger up to 600 lbs. While we make all reasonable efforts to accommodate all riders, if your mobility device is larger than this, we may not be able to transport you either because it would damage the vehicle or to do so would impose an unreasonable safety hazard. Extra days may be required to evaluate your mobility equipment prior to scheduling transportation.



If You Change Your Mobility Device:

If you change your mobility device, you must call your Service Coordinator at KRC and let them know. This is important, because the vehicle we schedule for your transportation must be able to

accommodate your device. Please note that your mobility equipment may need to be re-evaluated.

If You Change Your Name, Address or Phone Number:

Please call your Regional Center Service Coordinator if you change your name, home address, mailing address, phone number, or emergency contact information. Address changes take a minimum of 5 business days to process.

If you are going on respite but have arranged your own transportation, you still need to contact the transportation vendor to postpone service until you are ready for it to start again. If you do not, your service may be interrupted (See Rider No-Shows).

Lost and Found:

If you left an item on a vehicle, call the transportation vendor as soon as possible. If your item has been found, you may pick it up at the transportation vendor's yard address. Please note that neither the Regional Center nor the transportation vendor is responsible for lost or damaged items.



Questions and Answers:

What if the vehicle doesn't arrive on time?

Unforeseen circumstance such as traffic delays, weather, and medical emergencies can cause delays. If your bus doesn't arrive on time please call the transportation vendor and request an update and an estimated arrival time.

Can I ask for a certain kind of vehicle or particular vendor or driver?

We cannot accommodate special requests concerning these choices. The transportation system is very complex and making such

allowances would create conditions that might prevent someone else from being provided transportation.

Why did the vehicle travel a route that did not make sense or change since the last time I rode?

Routes are designed by grouping riders together based upon common traits. New riders and changes to existing riders will create route changes. The number of changes and the frequency of changes are un-predictable. Many times, simply adding one stop to a route will cause a domino effect that may influence many other routes. Remember this is a “shared” ride system, so please be understanding of change. The transportation vendor will give as much advanced notification as possible when things change. The transportation vendor will notify you, your family member or care provider a minimum of 2 days in advance, if your pick-up or drop off time will change by more than 10 minutes.

Can I ask for a pick-up or drop off time that is earlier or later than the scheduled times?

No, each route is created as efficiently as possible. Allowances for “special” times would be un-fair to other riders and families. Therefore, this is not permitted.

What do I do if another rider is being mean to me?

If you feel that someone is not treating you with the respect that you deserve, please report it to the driver. If you are uncomfortable doing this, please have a family member, friend or care provider call the transportation vendor’s office and ask to speak to a supervisor. Processes are in place to deal with situations such as this. Bullying is strictly prohibited.

Why can't I play my iPod without earphones?

Loud music can be very distracting to the driver causing him or her to lose concentration. The driver’s number one priority is your safety. If

you cannot listen to your music at a volume that will not disturb others, you will be asked to leave your IPod at home.

Can I get off the vehicle at a friend's house?

The driver can only let you off the bus at your intended location. Please make other arrangements if you need alternate drop off points. This is for your safety as well as others.

I do not like sitting in the seat assigned to me, what can I do?

Assigned seating is sometimes necessary to safely load and unload all riders. If you would like to change seats, please speak to the driver and see if other seats might be available.

My bus is late every day, what should I do?

If your bus is consistently late, please contact the transportation vendor and speak to a supervisor. If route changes are necessary to make sure you have a consistent pick-up or drop off time, the supervisor will know the necessary steps to take to correct the problem. The transportation vendor is not able to make changes without first contacting KRC or their representative.

Can a relative or caregiver ride along with me?

If you need assistance while you are riding in the vehicle, please contact your Regional Center Service Coordinator.