

A. Service Summary/Transportation Hours

1. The Arc's transportation begins at activity check in and ends at activity check out. In very few instances is transportation provided at any other time.
2. Only participants who have an up to date signed transportation consent form can use The Arc's transportation.
3. All passengers must be seated in a seat with seatbelt fastened, while vehicles are moving.
4. Drinking and eating on The Arc's vehicles, if allowed, is a privilege. This privilege can be taken away due to: inability to keep vehicles clean, requirement of rental places that we not have food or drink in vehicles and items being thrown around vehicles. Drivers of vehicles will determine what the policy is prior to each activity.

B. Fares/Suggested Donations

1. Transportation fees are combined into the activity fee

C. Service Policies for Scheduling

1. Advance Notice Required

- a) Reservations for mini tours may be made up to a day before, if there is still room on the trip and all required paperwork is completed for client.
- b) Reservations for Spring Break and Christmas Break activities must be made by set deadline dates.
- c) YOUR REGISTRATION IS YOUR AGREEMENT TO PAY THE FEE IN FULL!

2. No Shows

- a) You are still responsible for making full payment of activity fee. The Arc has incurred the expense of arrangements for you to attend (tickets, hotel room, etc.) You are not eligible for reimbursement unless you are able to provide a replacement, who has completed and updated all required paperwork or if there are extenuating circumstances on which the Program Director will make the decision of whether or not to reimburse or give partial reimbursement.

3. Last Minute Cancellations

- a) You are still responsible for making full payment. The Arc has incurred the expense of arrangements for you to attend (tickets, hotel room, etc.) You are not eligible for reimbursement unless you are able to provide a replacement, who has completed and updated all required paperwork or if there are extenuating circumstances on which the Program Director will make the decision of whether or not to reimburse or give partial reimbursement.

D. Complaint Procedure

1. See attached Grievance & Appeals

E. Wheelchair Assistance and Restraints

1. The Arc of Sedgwick County will make every attempt to accommodate wheelchair and other mobility devices in accordance with the American with Disabilities Act.
 - a) As long as the lift and vehicle can physically accommodate them.
 - b) Mobility devices that do not fit onto the lift or that have a combined weight greater than the design load of the lift may be denied service, if the rider cannot stand and be loaded onto the vehicle separately from the wheelchair.
 - c) Please ensure that wheelchairs, scooters and other mobility devices are clean, safe and in good working condition.
 - d) Riders are responsible for having a personal seat/safety belt on their wheelchairs and must be securely fastened before the vehicle moves, unless a rider does not have a safety belt.
 - e) If you do not have a safety belt, you ride at your own risk.
 - f) The driver will use best efforts to restrain or confine the device to the securement area on the floor of the vehicle.
 - g) The driver may not, in any case, deny transportation to a wheelchair and its user because the device cannot be secured to or restrained to the system's satisfaction.
 - h) Drivers can ask, but cannot require that a customer who uses a device that cannot be secured transfer to a vehicle seat
 - i) You may refuse to transfer and will then ride The Arc's vehicle at your own risk.
 - j) Individuals who cannot board the vehicle using steps may use wheelchair lifts for access.

D. Securement of Medical Equipment (oxygen tanks, walkers, etc.)

1. Passengers are allowed to board with rolling tanks, walkers, shoulder harnessed medical equipment.
2. The passenger is responsible for keeping under control their own shoulder harnessed equipment
3. Rolling tanks, walkers, large equipment, etc. will be secured by the driver for safety.

B. Bags/Luggage/Shopping

1. Bags, luggage and shopping bags may be stored in the back storage space of vehicles or in the empty back seats of a bus, if available, or under seats.

C. Service Animals

Only guide dogs and service animals will be allowed inside agency building and on vehicles under the following conditions:

- a) The animal will be leashed, harnessed or in a crate during the entire trip.
- b) The animal must not be offensive or pose a threat to any customer or the vehicle driver.

D. Disruptive Passengers

A participant may be denied transportation due to:

1. Inability to stay seated

2. Continuous effort to disturb others and the driver
3. Causes damage to vehicle
4. Suspicion of being under the influence of alcohol or illegal drugs.
5. Engaging in physical abuse or cause physical injury to another participant or the driver and will be subject to immediate and permanent suspension and possible criminal prosecution.
6. Earphones must be used when operating radios, CD players, or other sound generating equipment.

E. Seat Belts

1. Passengers must wear seatbelts at all times, unless the bus is unequipped with seatbelts.

F. Child Safety Restraint Seats

1. Additional safety restraints may be used for child or adult, if required through a behavior management plan addressing safe transportation of client.

G. Smoking/Tobacco/Alcohol Policy

1. SMOKING and DRINKING ALCOHOL ARE NEVER ALLOWED IN ANY Arc VEHICLE.

H. Vehicle for ADA Services is Unavailable

1. If The Arc's ADA vehicle is unavailable for services, The Arc will coordinate with other service providers and families to drop off and pick up their participants at the event instead of The Arc office.

I. Concealed Weapons Policy

See attached Concealed Weapons Policy

J. Inclement Weather Policy

See Transportation Emergency procedures and policy.

K. Emergencies, Safety & Security

See Transportation Emergency procedures and policy.