

## **RULES & GUIDELINES**

**Passengers must pay round-trip fare upon boarding van.**

Passengers must remain seated at all times.

Passengers must wear seat belt at all times.

Passengers must not distract the driver.

No tobacco products are to be used.

No food or drinks are allowed on vehicle unless medically necessary.

Car seats for infants & children are required.

No weapons are allowed on vehicle.

Passengers must wear shoes unless medical exception.

Parents are expected to have complete control over children.

**All DMC rules and guidelines are strictly enforced. Passengers who do not abide by the DMC rules & guidelines will be denied transportation.**

## **PICK-UP & DROP-OFF PROCEDURE**

**P**ickup will be made at the right hand curb in front of the passenger's residence. This will allow the passenger to enter the vehicle on the curbside of the street. The driver will honk the horn upon reaching the point of pickup. The driver is required to wait five minutes, if the passenger has not come out to meet the van the driver will honk again. If there is no response driver is required to report no-show to dispatcher and proceed to next pickup.

**D**rop-off will be made by pulling up to the curb with right hand side of the vehicle to the curb.

**P**ick-up or drop-off on a business street will be made near intersections or at marked stop zones nearest the address.

**P**assengers needing assistance entering or exiting the van will be provided assistance by the Double Mountain Coach Driver or an assigned assistant.

## **NO SHOWS**

**D**ouble Mountain Coach appreciates a courtesy call to cancel your trip if you are not going to ride with us. If you do not call and cancel you may be billed as a no show and required to pay the no show fare before being allowed to ride with DMC in the future.

## **UNAUTHORIZED PASSENGERS**

**U**nauthorized passengers are not to be on the vehicle at any time. An authorized passenger is a person, other than a driver assistant or escort, who has not had prior approval to ride the van.

## **CONDUCT ON THE VEHICLE**

**P**assengers must remain in their seats at all times when the vehicle is in motion. Parents should have complete control over their children at all times. A passenger, who conducts himself/herself in a disorderly or threatening manner, creates unnecessary noise, annoys other passengers, or behaves in a manner determined to be a disturbance will be given a warning that he/she is violating Double Mountain Coach rules regarding passenger conduct. The driver will then inform the Transportation Director of the situation. Passengers will be given one warning, after the warning if such behavior continues passenger will then be ejected from vehicle in the nearest city or town if it is deemed necessary for the

safety and welfare of other passengers. The driver has the authority to contact law officials if misconduct on vehicle becomes such that re-enforcement is necessary. All reports regarding incidents are filed in the Double Mountain Coach office.

## **THE FOLLOWING ITEMS ARE STRICTLY PROHIBITED ON THE DMC VEHICLE.**

**Firearms, Farm Tools, Farm Implements, combustible or corrosive materials or liquids, and any other items that could become dangerous in the event of a sudden stop. Also prohibited are large packages and coolers.**

**THE DOUBLE MOUNTAIN COACH IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS**

## **AVAILABLE TRANSPORTATION SERVICES**

**T**here are many transportation services available through the Double Mountain Coach. Maybe you need to go shopping? Visit a friend or relative? We will even take you to pay your bills.

**Shopping** – The DMC provides transportation for your shopping needs. We can transport you to a shopping center of your choice in our service area or to Abilene, Texas. Days available for shopping: **Tuesday, Wednesday & Thursday each week. Please give 24 hour advance notice.**

**R**ules regarding shopping: Packages must be limited to space availability. All packages shall be placed standing up in either the storage area behind the rear seat, or on the floorboard between or underneath the seats, or be held in

the lap of the passenger. Packages should never be stored on the seats or in front of the door. Packages must be limited to no larger than a brown paper grocery bag. Oversized packages will be refused. Passengers are expected to carry their own packages. If you are not capable of loading or unloading packages, and do not have an attendant to assist you, the packages will be prohibited from the vehicle.

**Visiting** – The DMC is available to take you visiting. If you have a friend or family member anywhere in our service area and Abilene, Texas the DMC can drive you.

**Bill Paying** – Let the DMC drive you to pay your water bill or electric bill. Maybe you just need a ride to the post office. We are here to help.

**Medical Appointments** – The DMC is available to transport you to your medical appointments Monday thru Saturday. Medicaid recipients may qualify for Title XIX Medical Transportation. Call 1-877-633-8747 to determine if you are eligible. All other reservations for transportation to a medical facility are made by calling the Double Mountain Coach phone number.

**Miscellaneous Transportation Services** – The DMC also provides transportation for those who need a ride to other appointments such as probation office visits, beauty shop appointments, job interviews, etc. Call us today for more information.

**ALL TRANSPORTATION RESERVATIONS  
MUST BE MADE 24 HOURS IN ADVANCE**

## SCHEDULING A RIDE

Rides can be scheduled by calling 1-800-722-0137 or (940) 989-2239 Monday thru Friday between 8:00 AM and 3:00 PM 24 hour advance notice is required. Transportation is available on a first call first serve basis. Please have the following information available when you call:

PASSENGER NAME  
PASSENGER PICK-UP ADDRESS  
PASSENGER PHONE NUMBER  
DESTINATION NAME  
DESTINATION ADDRESS  
DESTINATION PHONE NUMBER  
APPOINTMENT TIME IF APPLICABLE

*Please have exact change.  
Drivers do not make change.*

## NON-CONVENTIONAL WHEELCHAIRS

DMC will make every effort to accommodate various wheelchair models. However, due to increasing size & weight of such equipment, some limitations will be necessary in order to ensure the safe transport of these wheelchairs & passengers.

## PASSENGER POLICY FOR DOUBLE MOUNTAIN COACH RURAL PUBLIC TRANSIT

## INTRODUCTION

The *Double Mountain Coach* is a rural public transit service providing curb-to-curb demand response transportation needs to the residents of Jones, Haskell, Kent, Knox, Throckmorton, Stonewall and Fisher Counties. Anyone may schedule a ride to any location in our service area and to Abilene, Texas. Passengers must be capable of using DMC demand response service. Double Mountain Coach will make reasonable accommodations such as curb to curb assistance on and off the van. Drivers are trained in passenger assistance such as proper tie down of wheelchairs. Due to liability issues passengers needing assistance beyond the above described assistance will be required to provide an attendant for his/her care.

1-800-722-0137  
1-(940) 989-2239  
Monday thru Friday  
8:00 AM – 6:00 PM

# DOUBLE MOUNTAIN COACH

RURAL PUBLIC TRANSIT



## FARES FOR ONE-WAY TRIP PER PERSON

EFFECTIVE JANUARY 1, 2004

LOCAL SERVICE - .50  
(5 MILES OR LESS)

### OUT OF TOWN SERVICE

6 - 20 Miles	-	\$1.00
21 - 40 Miles	-	\$2.00
41 - 60 Miles	-	\$3.00
61 - 80 Miles	-	\$4.00
81 - 90 Miles	-	\$5.00
91 Miles & Over		\$6.00

Please have exact change. Drivers do not make change.

**1-800-722-0137 or 940-989-2239**

**DOUBLE MOUNTAIN COACH RURAL TRANSIT DISTRICT**  
**ASPERMONT SMALL BUSINESS DEVELOPMENT CENTER, INC.**  
**P.O. Box 188**  
**Aspermont, Texas 79502**

**(940)989-2239**  
**1(800)722-0137**

**DOUBLE MOUNTAIN COACH**  
**POLICIES & PROCEDURES**

**5311, 5310, Medical Transportation Provider**  
**of the Texas Department of Transportation**

# DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES

## I. General

### A. *Mission*

It is the mission of Double Mountain Coach Rural Transit District (Double Mountain Coach) to design, implement and maintain an efficient and effective transportation system for residents of Stonewall, Kent, Knox, Haskell, Throckmorton, Jones and Fisher Counties.

### B. *Policy*

Double Mountain Coach serves a large diverse population of individuals with varying ages (children, teenagers, adults, elderly), physical challenges, economic and financial status, and ethnic backgrounds.

Double Mountain Coach Rural Transit District shall ensure that no person shall be excluded from the participation, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by DMC, solely by the reason of his/her race, color, religion or non-religion, sex, national origin, age, disability, or any other characteristic protected by law.

### C. *Objectives*

The specific objectives of Double Mountain Coach.

1. To provide demand response curb to curb transportation to the residents of its service area.
2. To maintain a trained staff for the operation and control of the system.

# DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES

## II. ADMINISTRATION

### A. General

Double Mountain Coach Rural Transit District shall maintain an adequate staff to successfully operate Double Mountain Coach.

### B. Organization

The Executive Director is responsible for the overall management of Double Mountain Coach including the operations and personnel. The Dispatching/In-take staff, Drivers, Maintenance Supervisor and Assistant/Transportation Director assist with specific daily activities.

### C. Employees and Assignments

1. It is the responsibility of the Executive Director to organize and monitor the specific daily activities necessary to achieve agency goals. The Executive Director directly supervises the Assistant/Transportation Director, the Dispatching/Intake staff, the Drivers, and Maintenance Supervisor.
2. It is the responsibility of the Assistant/Transportation Director to provide an efficient clerical system for the agency, provide administrative support to the Executive Director and supervise office personnel including the Dispatcher, Drivers, and Maintenance Supervisor. The Assistant/Transportation Director shall oversee all operations in the absence of the Executive Director.
3. It is the responsibility of the Dispatcher to oversee daily operations, provide public assistance, and maintain statistical data.
4. It is the responsibility of the Assistant/Transportation Director, and the Dispatcher to oversee the driver's specifically assigned to their work area or county.
5. It is the responsibility of the Dispatcher to perform customer in-take, and provide public assistance and information.
6. It is the responsibility of the Drivers to safely operate the vehicles according to the assigned schedule and to notify the Executive Director or their immediate supervisor of vehicles in need of repair.
7. It is the responsibility of the Assistant/Transportation Director to monitor driver performance and provide vehicle training. Supervisory personnel should report all findings and actions to the Executive Director for correction.

8. It is the responsibility of the Maintenance Supervisor to ensure that all DMC vehicles receive proper preventative maintenance and disabled vehicles are repaired in a timely manner. It is also the responsibility of the Maintenance Supervisor to keep accurate records on each DMC vehicle and to notify either the Executive Director or Assistant/Transportation Director of any major repairs. The Maintenance Supervisor will maintain the interior and exterior of each DMC vehicle.

#### **D. Financial Review Policy**

In order to insure that someone conducts an independent review of daily financial activities other than the person performing the daily activities, the following policy shall be established for DMC:

1. All purchase requisitions shall be reviewed and approved by the Assistant Director.
2. The Executive Director shall review and approve all payment authorizations.
3. The Executive Director shall review and monitor monthly expenditure analysis reports.

#### **E. Board of Directors**

##### **1. Definition**

The Board of Directors is comprised of nineteen representatives of the seven county service area including: Stonewall, Kent, Knox, Throckmorton, Haskell, Jones & Fisher Counties.

##### **2. Appointment**

Each of our counties in our service area has board representation from the Public (elected official); Private Sector (community groups, civic or school organization, club, senior citizen's center, etc); and elected representatives of the interests of the low-income.

##### **3. Duties**

The duties of the Board are:

- a. Authority and responsibility to appoint persons to senior staff positions, to determine major personnel, fiscal, and program policies, to approve overall programs plans and priorities, and to assure compliance with conditions of and approve proposals for financial assistance under this title.

#### 4. Rules of Meeting Conduct

The Board shall establish its own organizational and operational procedures and shall conduct meetings according to "Robert's Rules of Order." The chair will be elected in accordance with ASBDC, Inc., By-laws.

The ASBDC, Inc., Board shall receive staff support from the Executive Director and the Assistant/Transportation Director.

## DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES

### III. OPERATIONS

#### A. General

ASBDC, Inc. employs drivers who meet federal, state, and local government requirements for safe operation of the vehicles they drive. All Double Mountain Coach drivers are required to maintain a valid Texas driver's license. Copies of current driver's license are maintained in employee's personnel file. Annual Motor Vehicle Registration checks are conducted to ensure drivers do not possess more than two moving violation for the previous 12 months and to ensure that driver's records are free from DUI/DWI findings. Operators with a failed driving history will not be allowed to drive for Double Mountain Coach. All drivers, upon employment, must consent for ASBDC, Inc. to conduct a criminal background check for a minimum of the previous seven years. Criminal history background checks will include at a minimum, but not be limited to, felony, or misdemeanor convictions of any violent crimes, abusive behavior, sex offenses, or fraud in any jurisdiction. Annual background checks will be conducted. Any operator or applicant with a criminal history will not be allowed to drive for Double Mountain Coach. ASBDC, Inc. also contacts personal references on all new hires. All employees must submit and pass random drug and alcohol testing in order to continue employment with ASBDC, Inc. ASBDC, Inc. has a no tolerance policy. All new hires must submit and pass a pre-employment drug & alcohol test.

#### B. Hours

DMC shall operate a fleet of vehicles and as approved by the ASBDC, Inc., Board of Directors. Vehicles shall be operational from 8:00 a.m. to 5:00 p.m., Monday through Friday for Public Transit Services. Medical Transportation client approved service hours and days of operation are Monday thru Saturday 5:30 AM to 7:00 PM. Hours of business office operation is Monday through Friday, 8:00 AM to 6:00 PM.

Public Transit Service is not offered on Weekends or on ASBDC, Inc., holidays. These holidays are:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day
- Good Friday

Effective June 1, 2006, Medical Transportation program trips will be provided as approved by the Texas Department of Transportation on all days except Thanksgiving Day, Christmas Day, and New Year's Day. DMC will be available to transport Medical Transportation dialysis recipients when the recipient's regular scheduled days is moved to Sunday due to a Holiday.

### C. Fare Structure

**Cash:** A fare per each one-way trip shall be charged to all eligible passengers and their escorts. Fares are based on a one way trip. This means that each time the vehicle is boarded, the fare must be paid by cash, based on the fare schedule. Drivers cannot make change. All fares must be paid by exact change only. If a customer must be transported to obtain exact change, then they will be charged the fare for that additional trip. An adult must accompany children under 18.

**Pre-paid fare passes:** DMC sells prepaid fare passes. This option allows the customer to pay for trips in advance. Passes are not redeemable for cash. DMC is not responsible for lost or stolen passes.

**Medical Transportation:** DMC provides transportation services to medical facilities including doctor's offices, dentists, hospitals, etc. Medicaid recipients may qualify for Title XIX Medical Transportation services funded by the Texas Department of Transportation. To determine eligibility, customers must call 1-877-633-8747.

**Local service (5 miles or less):** \$.50 per each one-way trip

**Out of town service:**

6-20miles	\$1.00
21-40 miles	\$2.00
41-60 miles	\$3.00
61-80 miles	\$4.00
81-90 miles	\$5.00
90 miles & over	\$6.00

### D. Vehicle Use

DMC's vehicles are owned and operated according to established policy and procedure. Sub-contractors may provide supplemental service.

DMC's vehicles shall be used and maintained according to standard's set by DMC. They shall be operated according to traffic laws of the State of Texas and local cities.

## **E. Personal Appearance**

A professional and business-like appearance shall be maintained at all times. Employees must maintain good personal hygiene and grooming standards that result in a clean, neat, and professional appearance. Hair, beards, and mustaches should be kept clean, neat, and trimmed. All Driver's are provided with monogrammed uniforms.

1. Staff clothing shall be neat, clean, and appropriate attire for job duties.
2. All apparel worn shall not expose to public view any advertisements, logo, or remarks which may be deemed inappropriate or defamatory toward others or which may cause a breach of the peace. Apparel considered provocative is not allowed. Also considered inappropriate are midriff, tube or halter-like tops or dresses, and any low necklines.
3. Drivers shall not wear backless shoes or thongs.
4. Jewelry, if desired shall be worn so as not to pose a safety hazard or be disruptive (interferes with the performance of duty) to other employees.
5. Exceptions to the dress policy are made only if medical reasons or weather conditions warrant such and it has been approved in advance by the Executive Director.
6. All DMC Drivers must wear I.D. Badges.

## **F. Statistical Reporting**

DMC shall collect daily operating data and compile accurate, monthly operating statistics as required by funding sources.

## **G. Inclement Weather**

If inclement weather exists, DMC may with approval of the Executive Director or Assistant/Transportation Director reschedule or cancel service. Employees are to report to work and the dispatch office shall attempt to contact any scheduled passengers at the telephone numbers listed in the agency customer database.

## H. Training

Aspermont Small Business Development Center, Inc./Double Mountain Coach is committed to providing safe, dependable, and friendly service. Therefore; DMC requires each driver to receive special training during their course of employment to ensure only well trained professionals are employed with Aspermont Small Business Development Center, Inc. Qualified staff are on hand to provide pre-employment and on the job training. Training is held upon hiring and at various times throughout the year by our Assistant/Transportation Director. Upon hiring, drivers receive in house training and on the road training with a qualified, experienced driver for two weeks prior to transporting clients. Training included in this two week period includes; Pre-trip and Post-trip inspections, cell phone procedures, wheelchair lift operation, wheelchair securing & transfers, basic emergency and accident procedures, weather related safety, customer service, ASBDC, Inc. Policies and Procedures, Medical Transportation Policies and Procedures, & Passenger Assistance Techniques. Drivers must also receive and pass a Certified CPR and First Aid course, Pre-Employment Drug/Alcohol testing and Defensive Driving course. Dispatch staff will receive two weeks in house training prior to taking the position. This training includes Medical Transportation Policies and Procedures, ASBDC, Inc., Policies and Procedures, Cell Phone Procedures, and basic dispatching procedures. The Dispatcher must also pass pre-employment drug/alcohol test prior to employment. All employees are given follow-up Drug and Alcohol Abuse training throughout the year. The Assistant/Transportation Director maintains records of training for each employee of the Aspermont Small Business Development Center, Inc.

### ***Training that is provided by In-House Staff includes:***

- Medical Transportation Policies and Procedures
- ASBDC, Inc. Policies and Procedures
- Pre-Trip Inspections
- Post-Trip Inspections
- Passenger Assistance Techniques
- Wheelchair securing & transfers
- Wheelchair Lift Operation
- Basic Emergency and Accident Procedures
- Cell Phone procedures
- Complaint Procedures
- Customer Service
- Weather Related Safety
- Drug & Alcohol Training
- Paperwork requirements
- Sexual Harassment
- Evacuating
- Civil Rights
- Job Descriptions

***Training that is provided by qualified professionals includes:***

CPR & First Aid Training  
Defensive Driving

Our Pre-Employment and Random Drug and Alcohol testing is provided by Allied Compliance Services, 2827 74<sup>th</sup> Street, Lubbock, Texas 79423.

**I. Service Type**

Demand Response Service. DMC provides a curb to curb demand service. Request for service must be made at least one business day prior to the desired trip date, and may be scheduled in advance.

**J. Requesting Service**

Requests for service shall only be accepted by DMC from 8:00 a.m. to 3:00 p.m., Monday through Friday. Each original and return trip will be recorded separately, and each direction shall be recorded as a one-way trip. The trip shall be scheduled to show the required time to be at destination.

**1. Advance Scheduling**

A request for demand service should be made at least one business day prior to the desired trip time. In order to schedule a trip, one must speak with a dispatcher in the scheduling office who may require the following in scheduling a trip:

- |                   |                        |
|-------------------|------------------------|
| 1. Passenger Name | 5. Destination Name    |
| 2. Address        | 6. Destination Address |
| 3. Phone Number   | 7. Appointment Time    |
| 4. Birth Date     |                        |

## **2. Same Day Scheduling**

Request for same-day service will be accepted from 8:00 a.m. to 12:00 p.m., Monday through Friday. The scheduler/dispatcher will attempt to schedule both the original and return trip into existing schedules utilizing the following criteria:

- a. The vehicle must have seating/wheelchair space available.
- b. The vehicle must be in the near vicinity/location of the origin and destination in order to accommodate the request without disrupting the passengers already scheduled.
- c. Time must be available to allow the trip to be accommodated without disrupting the passengers already scheduled.
- d. The scheduler may refuse the request for same-day service if it cannot be worked into the existing schedule or it otherwise causes operational problems for DMC.
- e. Dispatcher shall contact driver. If driver does not feel that their schedule can allow for the same day rider then the trip will not be able to be accommodated.

## **K. Riding DMC**

Double Mountain Coach is a public transit system, providing rides for many passengers each day. Drivers cannot be at three or four pick-up points at one time and must allow for time to ensure that customer makes it from origin to destination by scheduled appointment time. Therefore, passengers must be ready for pick-up and allow for travel time for transportation to destination. DMC Dispatch contacts each passenger and notifies them of approximate pick-up time.

When the driver arrives at the pick-up location, he/she is not required to wait more than ten minutes for public and medical transit passengers. When the driver arrives he/she is required to honk. If no response after five minutes driver honks again. If there is no response after ten minutes driver documents client as a no-show. Driver then reports arrival and departure time to dispatcher. Drivers are encouraged to notify the dispatcher to make a courtesy call to client after no initial response to determine reason for no-show.

Service may not be rendered if origin or destination location cannot be accessed by the vehicle or if the location does not provide safe passage for the vehicle or safe access to or from the vehicle by the passenger. The driver shall attempt to make reasonable accommodation and if not possible then they shall immediately call the dispatch office for further instruction in such a case. Steep driveways, deteriorated sidewalks, etc. may result in denial of service.

To increase efficiency, DMC is a "shared ride" service; passengers must often ride while other passengers are picked up and dropped off.

Drivers are not permitted to enter a passengers' home.

Drivers are not permitted to lift passengers.

Drivers are not allowed to enter upon property (fences or porches) unless animals are restrained to avoid possibility of biting.

Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the operation. A fare per each one-way trip shall be charged to all eligible passengers and their escorts. Fares are based on a one way trip. This means that each time the vehicle is boarded, the fare must be paid by cash, based on the fare schedule. Failure to do so will result in no service for that trip and the recording of a "no show" or cancellation.

Drivers cannot make change. All fares must be paid by exact change only. If a customer must be transported to obtain exact change, then they will be charged the fare for that additional trip.

DMC passengers are required to wear seat belts and refusal to do so may result in suspension of service. Proof of a physician's statement of a passenger's physical inability to wear a seat belt must be shown to waive this requirement.

#### **L. Rules for Passenger Conduct**

Rules of conduct on Double Mountain Coach Transit Vehicles are the same as the laws governing conduct in public places.

- The driver and all passengers are required to use seat belts. If a passenger refuses to wear his or her seat belt, the driver should call the dispatch office for further instructions.
- All children who are under five years old are required to be secured in child passenger safety seats. Children under the age of 1 year must have safety seat facing vehicle seat.

No person shall, while a passenger on any vehicle that is operated by DMC as a public conveyance, do any of the following acts:

1. Smoke or possess any lighted or smoldering pipe, cigar, or cigarettes;
2. Consume any beverages, food, or alcohol (patients may be allowed to have minimal food or beverage as medically necessary);
3. Intentionally deface, damage, write upon, or soil any part of the vehicle;
4. Spit, urinate, or defecate in or upon any vehicle;
5. Throw, deposit or place paper, bottles, cans or any other garbage or solid waste in or upon a vehicle;
6. Throw any object of any kind within a vehicle or out any door or window of a vehicle;
7. Play audio or video devices, unless played through headphones so that it is inaudible to other passengers and the driver;

8. Bring any pet or animal on to a vehicle other than a guide dog accompanying a person with a disability, or an animal in a cage or approved standard pet carrier;
9. Stand or walk around in a vehicle while it is in motion;
10. Possess any explosives or carry any corrosive acid or flammable liquid not in a sealed container;
11. Possess firearms, with the exception of law enforcement officers;
12. Bring any laundry on board unless it is in an enclosed bag;
13. Intentionally interfere with the driver's operation of the vehicle;
14. Conduct any unnecessary conversation with the driver, so that the driver's attention will not be diverted from the safe operation of the vehicle;
15. Use profane or abusive language toward the driver or other passengers or act in a hostile or threatening manner while on board the vehicle;
16. Bring on board any baggage or articles which, due to their size, would restrict free movement of passengers;
17. Bring on board gasoline or a gasoline container or any type of hazardous material. (Respirators and portable oxygen supplies are permitted to be carried and used on board by a person needing them for health reasons)

**The driver may refuse to transport or may eject any persons violating the provisions stated above. If assistance is required, the driver should contact the dispatcher.**

## **M. Special Circumstances**

### **1. Transportation of Children**

All children who are under five years old are required to be secured in child passenger safety seats as State law mandates. If requested Double Mountain Coach will provide a car seat. Children under 1 year of age should have child safety seat facing seat. Passengers traveling with infants, as their escorts will be required to provide their own infant carrier approved for use in vehicles. The passenger will be responsible for placing the infant into the carrier and securing the carrier with a safety belt.

The passenger and escort must both be ready at the door when the vehicle arrives. The infant will not be allowed to ride up the lift with a passenger in a wheelchair. The infant's car seat will be secured by a safety belt to the vehicle seat during transport.

The minimum age for a child to travel alone aboard DMC is eighteen (18) years of age. Children under the age of eighteen (18) must have an adult attendant accompany them during transport. The Executive Director may grant exceptions. Adult attendants will be charged normal fare.

## **2. Accommodation of Common Wheelchairs**

DMC will accommodate common wheelchairs. Common wheelchairs are devices, which do not exceed 30 inches in width and 48 inches in length when measured two inches above the ground, and do not weigh more than 800 pounds when occupied.

Any passenger who utilizes a wheelchair device for mobility shall insure the brakes on the wheelchair are in working order before transportation can be provided.

## **3. Accommodation of Non-Conventional Wheelchairs**

Double Mountain Coach will make every reasonable effort to accommodate various wheelchair models available to passengers. However, due to the increasing size and weight of such equipment, some limitations will be necessary in order to insure the safe transport of these wheelchairs and passengers. The following policy will apply to all oversized, three-wheeled, or other non-conventional wheelchairs.

The Executive Director will determine if a wheelchair can be safely transported. If this determination is positive, the non-conventional wheelchair will be allowed only on the vehicles with the larger-sized lifts and special tie-down equipment.

Passengers may be allowed to ride on small, non-conventional wheelchairs while boarding, but they must still independently transfer to a regular vehicle seat once inside the vehicle. If the passenger is unable to independently transfer, either an attendant will be required to assist in the transfer, or the passenger must use his/her standard wheelchair.

## **4. Attendants**

DMC allows a personal care attendant to accompany a passenger. Passengers are required to supply their own attendants at their own expense. Circumstances that would require an attendant:

**Immobility** – If the passenger is unable to provide self-mobility, or if self-mobility is possible but a great risk of falling or physical injury exists, and the assistance of an attendant would provide mobility or lessen the danger of injury.

**Disorientation** – If the passenger, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a particular destination.

**Non-Comprehension** – If the passenger, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences or is unable to effectively control his/her own actions.

**Communication Impairment** – If the passenger is unable to effectively transmit or receive communications due to sensory or mental problems.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- Assisting the passenger from his/her door to the bus and back again;
- Opening doors;
- Pushing wheelchairs to and from the vehicle;
- Carrying packages; and
- Communicating with the driver (if passenger is unable).

Attendants are not to assist in wheelchair boarding or securement; this is the driver's responsibility.

In addition to physician-recommended attendants, attendants are recommended under the following circumstances:

- Passengers utilizing non-conventional wheelchairs and who are unable to independently transfer; and
- Others, as recommended by the Executive Director.

## **5. Service Animals & Accommodation of Animals**

Animals other than service animals as described below are allowed to ride a DMC vehicle in a secured pet travel carrier.

It is the policy of DMC to allow service animals to accompany their owner without restraint. Under the Americans with Disabilities Act of 1990, a service animal means any guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with impaired vision, alerting individuals with impaired hearing to intruders or sounds providing minimal protection or rescue work, pulling a wheelchair, or retrieving dropped items.

The Americans with Disabilities Act of 1990 allows for the imposition of legitimate safety requirements that are necessary for the safe operation of DMC. Double Mountain Coach can generally require use of a secured pet travel carrier for any animal that, in the opinion of the Executive Director or his/her designee, is a health or safety hazard regardless of the kind of training it has received and what function it serves for its owner.

## **6. Carry-On Packages**

The volume of groceries/dry goods allowed for transport on vehicles shall be determined in accordance with space available. Drivers have to use personal judgment and tact in determining if and how much space is available for groceries/dry goods. Passengers are advised before leaving the vehicle of the quantity of groceries/dry goods they may be permitted to transport in the vehicle that day. Passengers shall carry their own groceries/dry goods. All groceries/dry goods must be placed standing up in either the storage area behind the rear seat, or on the floorboard between, or underneath the seats, or be held in the lap of the rider. Groceries/dry goods are not allowed to be stored on the seats or in front of the door or in the aisle. Oversized packages will be refused for transport. Packages must be limited to no larger than a brown paper grocery bag. No one package shall weigh more than 20 pounds. Passengers must make other arrangements for delivery of any item larger than specified.

## **7. Medical Oxygen for personal use**

Oxygen will be transported only when medically necessary. It will be in a cylinder maintained in accordance with the manufacturer's instructions. The manufacturer's instructions and precautions are usually printed on a label attached to the cylinder. Drivers will inspect each cylinder to assure that it is free of cracks or leaks, including around the valve area and pressure relief device. Drivers will also listen for leaks. Leaking, dented, gouged, or pitted cylinders will not be transported. Cylinders will be limited to the extent practicable. Cylinders will be secured to prevent movement and leakage. They will not be placed in aisle or sources of heat or potential sparks. Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.

## **N. Service Suspensions and Terminations**

### **1. Cancellations**

It is requested that passengers make every effort to notify the dispatch office of any necessary cancellations at least one day prior to the scheduled trip. Since this is not always possible we encourage passengers to notify the dispatch office as soon as possible.

### **2. No Shows**

All DMC passengers are educated on the importance of notifying the dispatcher if he/she will not be riding the Double Mountain Coach van. We have found that this has been very effective. The Double Mountain Coach does not have a suspension policy in place for no-shows however; if a passenger has a habit of canceling transportation without notifying the DMC office a letter will be sent to the passenger addressing the importance of adequate notification.

Medical Transportation no shows for approved Medicaid customers, will be submitted to our Transportation Service Area Provider, Central Texas Rural Transit District.

**3. Suspensions:**

Passengers who, in the judgment of the Executive Director, demonstrates tendencies toward violent or destructive behavior through threats, verbal and/or physical behavior, shall have their DMC service eligibility terminated.

**4. Appeals of Suspensions and Terminations**

Passengers may appeal their suspensions or terminations by written notifications as outlined in Section IV. Complaint Procedure.

The ASBDC, Inc., Board of Directors and the Executive Director shall have the discretion to alter the penalty as dictated by circumstances.

## **DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES COMPLAINT PROCEDURES**

As a recipient of Medical Transportation and Public Transportation funds, administered by the Texas Department of Transportation, ASBDC, Inc. hereby attests that it will abide by the eligibility guidelines and service priorities, as stipulated and set forth in the Agency's Contracts. In the event of a transportation complaint, the complainant should adhere to the following procedure:

### **Complaint Procedure**

In the event of a complaint, the complainant should contact the ASBDC, Inc., Transportation Director by telephone or in writing. If complaint is by telephone the Transportation Director will request a written detail of events concerning the complaint. All complaints must be signed. Complaints will be taken orally by complainant however; ASBDC, Inc. requests that complaints be followed up in a written statement. Once the Transportation Director receives the complaint he/she then notifies the Executive Director. A thorough investigation will then be conducted. Once the investigation is completed, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than ten days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the funding source offices within five working days of final investigation. A copy of the complaint and outcome will be kept on file at the ASBDC, Inc. office.

In the event, the complainant is not satisfied with the decision and action taken by the Transportation Director, the complainant shall notify the Executive Director in writing. The Executive Director will review all information regarding the complaint and shall have the discretion to bring complaint before the ASBDC, Inc., Executive Committee. The Executive Director shall inform the complainant in writing of the findings and action to be taken regarding complaint. This response will be issued no later than ten days after the Executive Director receives the complaint.

### **All complaints should be directed to the following addresses:**

Kim Lowack  
Transportation Director  
Aspermont Small Business Development Center, Inc.  
P.O. Box 188  
Aspermont, Texas 79502

Dana Myers  
Executive Director  
Aspermont Small Business Development Center, Inc.  
P.O. Box 188  
Aspermont, Texas 79502

### **Additional Medical Transportation Program Complaint Information**

The Transportation Director will also refer Medical Transportation complaints directly to the Texas Department of Transportation Medical Transportation office at 1-877-633-8747, MTP personnel submit an electronic copy of the complaint via email to the Transportation Director.

Upon receipt, the Transportation Director investigates the complaint by speaking with appropriate personnel involved in the incident. A copy is forwarded to the Executive Director.

Upon completion, the Transportation Director documents the response directly on the MTP Complaint Report and sends the completed report to the local MTP Supervisor via electronic mail within 5 working days following receipt of complaint. A hard copy of the complaint (including response) is kept by the Transportation Director.

DMC personnel will at no time, follow up on a complaint directly with the complainant.

DMC shall ensure that its staff shall not retaliate or give the appearance of retaliation against an individual who has submitted a complaint against DMC or submitted a negative comment on the recipient survey.

## **DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES CUSTOMER SERVICE REQUIREMENTS**

ASBDC, Inc. serves a large diverse population of individuals with varying ages (children, teenagers, adults, and elderly), physical challenges, economic and financial status, and ethnic backgrounds.

ASBDC, Inc. shall ensure that no person shall be excluded from the participation, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by ASBDC, Inc., solely by the reason of his/her race, color, religion or non-religion, sex, national origin, age, disability, or any other characteristic protected by law.

ASBDC, Inc. provides orientation on all new employees which includes the agency's personnel policy, Double Mountain Coach Driver's policy & Drug & Alcohol policy. All staff members are provided with the above mentioned documents which details all agency policies and procedures. The ASBDC, Inc., Personnel Policy specifically addresses the obligations of the Board of Directors and the employees to each other and to the public.

### **Employee Conduct**

An employee is expected to conduct himself at all times in a manner befitting his status as an employee of the ASBDC, Inc. He shall refrain from any action and avoid any kind of public pronouncement, which reflects adversely upon the ASBDC, Inc. All employees of ASBDC, Inc. have a responsibility to maintain and conduct themselves in a professional manner at all times when representing ASBDC, Inc. All employees shall conduct themselves as persons of high moral standards and shall treat other employees, customers, visitors, and the general public as persons with maximum courtesy and respect. No employee shall, at any time, speak in a derogatory fashion about any other employee, vendor, customer, or competitor. The use of abusive language by employees will not be tolerated. An employee's violation of this policy may result in the disciplining or termination of the employee.

Customers are never an inconvenience. Staff should always cheerfully serve our customers and try to meet their needs. All customers of ASBDC, Inc. will be treated with dignity and respect. Employees should try to meet all situations that arise calmly and courteously, and take any problem which they cannot solve to their supervisor.

## **Confidentiality**

Confidentiality is an important aspect of ASBDC, Inc. The business of ASBDC, Inc. and its customers is confidential. Employees should never discuss information they learn while at work with those outside of ASBDC, Inc. It is essential for each employee to respect the private nature of his/her job. If an employee has a question regarding whether an item is of a confidential nature, they should consult their supervisor.

There is potential for ASBDC, Inc., employees and customers to develop friendships as a by-product of day to day business, with honorable intentions. At no time, should a guardian type relationship be developed with ASBDC, Inc., customers to include financial affairs responsibility. As a public entity and recipient of state and federal funding, ASBDC, Inc. must be vigilant about the professional image projected. Staff must always be alert to potential areas of conflict of interest or questionable situations that could allow ASBDC, Inc., to become subject to criticism and should take necessary precautions to avoid such situations.

## **Hearing Impaired/LEP Services**

ASBDC, Inc. has taken steps to ensure that its policies do not have the effect of excluding or limiting the participation of beneficiaries of MTP because of their race, color, or national origin. Reasonable steps have been taken to provide services and information in appropriate languages other than English in order to ensure that LEP persons are effectively informed and can effectively participate and benefit from its programs. ASBDC, Inc. will ensure that no recipient, applicant, or their representative shall be required to provide or pay for the services of a translator or interpreter. ASBDC, Inc., shall if necessary, identify and document on recipient records the primary language or dialect of the recipients and needs for translation or interpretations services. ASBDC, Inc. will make every effort to avoid the use of any person under the age of 18 years or any family member or friend of the recipient as an interpreter for essential communication with recipients. A family member or friend may be used as an interpreter if this is required by the recipient and the use of such person would not compromise the effectiveness of services or violate the recipient's confidentiality and the recipient is advised that an interpreter is available free of any charge to the recipient.

The agency utilizes Relay Texas to ensure access to a telecommunications system for the deaf (TDD/TTY) to facilitate communication with hard of hearing, hearing impaired and deaf recipients. The toll free number is printed on agency brochures.

Relay Texas Telephone Numbers:

Non-TTY Users (hearing persons) 1-800-735-2988  
TTY Users (deaf or speech-impaired) 1-800-735-2989  
ASCII Users (deaf or speech impaired) 1-800-735-2991  
VCO Users (hearing impaired) 1-877-VC01RTX (8201789)

Blind or Sight Impaired:

Double Mountain Coach will provide tape cassettes containing DMC brochure information upon request.

Other Useful Contact Information:

Texas Commission for the Deaf and Hearing Impaired  
P.O. Box 12904  
Austin, Texas 78711  
(512) 407-3250  
(512) 407-3251

Texas Rehabilitation Commission  
6400 Hwy 290E #201  
Austin, Texas 78723  
(512) 451-9579  
(800) 687-2676

## **DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES MEDICAL TRANSPORTATION**

### **Medical Transportation Clients Rights and Responsibilities**

The orientation process also includes a review of all Medical Transportation Program requirements. Staff is instructed on ensuring that all recipients are treated with respect and dignity, Medicaid recipient rights and responsibilities stated in 1 Texas Administrative code, chapter 380, and complaint, confidentiality, and no retaliation policies. Annual refresher training is conducted annually. Client Rights and responsibilities are detailed below:

#### **Recipient Rights and Responsibilities**

An important part of the responsibilities of MTP staff and contracts is the respect for the rights of recipients. These rights extend to all individuals, regardless of marital status, parenthood, disability, color, race, religion or non-religion, age, gender, ethnicity, or national origin.

These rights and responsibilities pertain to all recipients.

#### **Medical Transportation Clients have the right to.....**

- Request medical transportation services that take into account your medical condition.
- Select a health care provider of your choice and have an attendant travel with you if medically necessary. If the health care provider is located beyond an adjacent county, this requires a referral from the attending physician
- Be treated with dignity and respect by MTP and contractor staff
- Be picked up and delivered to your destination in a clean and safe vehicle
- Privacy and confidentiality in all aspects of services, including your medical records.
- Have all forms you are asked to sign explained to you
- Have any policy or procedure explained to you and questions answered in a language you understand
- Register a complaint or offer your comments about the service and treatment you receive and to be told the complete name of the person to whom you may direct your complaint or comment
- Request an administrative review and/or informal hearing of any decision made regarding your transportation eligibility or services provided or denied.
- Give suggestions or comments or register complaints with your transportation contractor or with the MTP staff about the service that you were or were not provided directly to the central program division

**Medical Transportation Clients have the responsibility to...**

- Provide to MTP staff serving you the most complete and accurate information possible about your transportation needs and to provide any changes in information which would affect your eligibility
- Keep all appointments you make or notify MTP as soon as possible or at least four (4) hours in advance of your scheduled ride, when you cannot keep your transportation appointment
- Refrain from verbal and/or physical abuse or sexual harassment toward another client or passenger, contractor's employees, or department employees while requesting or receiving medical transportation services
- Not use authorized medical transportation for purposes other than travel to and from covered health care services
- Do nothing that would endanger the safety of the vehicle and passengers with whom you travel and wear a safety belt at all times.
- Ask questions about your transportation arrangements that you do not understand