

Freestone County Senior Services

201 North Bateman Road
Fairfield, Texas 75840
(903) 389-5800

November 24, 2007

Dan Gadbury
Texas Citizen Fund
PEAC Project Manager
221 E. 9th Ste 409
Austin, Texas 78702

Dear Mr. Gadbury:

With reference to your letter dated November 12, enclosed is the information you have requested as follows:

Rider's Manuals – We do not have manuals.

Maintenance – See Exhibit #1

Eligibility Requirements – See Exhibit #2 and Exhibit #3

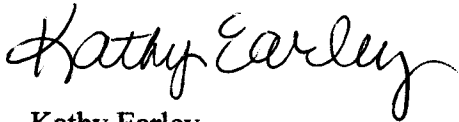
Policies and Procedures for denial of service – We do not deny service

Missed Ride Policies/Cost of Fairs – See Exhibits #6, #4, #3

Description of Subscription Services – We do not offer subscription services

If you require additional information, please contact me at the number above.

Sincerely,



Kathy Earley
Director of Services

/ke

Enclosures

**HOTRTO VEHICLE MAINTENANCE
WEEKLY REPORT**
Freestone County

VEHICLE # _____

INSPECTION STICKER DATE _____

Last oil change date/mileage _____ / _____

Date→	Mon	Tue	Wed	Thu	Fri	Sat	Sun
End Mileage							
Start Mileage							
Total Daily Miles							
Oil Added							
Fuel Add Mileage							
Fuel Added Cost	_____	_____	_____	_____	_____	_____	_____
Fuel Added Gals	_____	_____	_____	_____	_____	_____	_____

PRE-TRIP INSPECTION

Interior check	M	T	W	T	F	S	S	Exterior check	M	T	W	T	F	S	S
Drivers initials															
Turn indicators								Headlights							
Wipers								4-way flashers							
Horn								Brake Lights							
Mirrors								Reverse lights/signal							
Seat Belts								Tires, Rims, & Lugs							
Registration/insurance card								Logos/ Clean							
Accident Forms/ instruction								Windows							
Credit Card								Exhaust Pipes							
Parking Brake Test								Fluid Deposits							
First Aid Kit								Engine Belts/Hoses							
Fire Extinguisher								Coolant Level							
Flares/Reflectors								Oil Level							
Jack & Spare								Transmission Fluid							
Ramp/Lift Cycle								Brake Fluid							
Radio/Phone								Power Steering Fluid							
Clean inside								Windshield Washer Fluid							

POST TRIP

Unusual Noises/Problems							Body Damage						
Damaged Lights/Lenses							Clean Inside & Out						

O means is OK, A means added, X means needs repairs, and R means Remarks. Remarks can be written on back of page.
Failure to complete this check may result in disciplinary action or dismissal.

**FREESTONE COUNTY TRANSIT
FAIRFIELD, TEXAS**

**DO YOU NEED A RIDE TO A DOCTOR'S OFFICE, CLINIC,
A PHARMACY, A GROCERY STORE OR A SOCIAL
SERVICE AGENCY?**

**CALL FREESTONE COUNTY TRANSIT AT
903-389-5800**

**RESERVATIONS NEED TO BE
MADE 48 HRS. IN ADVANCE.**

**OFFICE HOURS ARE 7:00 AM
TO 5:00 PM, MONDAY - FRIDAY.**

**MEDICAL TRIPS ARE GIVEN
PRIORITY.**

**ELIGIBILITY:
PERSONS 60 YEARS OF AGE AND
OLDER WHO ARE AMBULATORY
OR DISABLED.**

**PERSONS 59 YEARS OF AGE AND
YOUNGER WHO ARE AMBULATORY
OR DISABLED.**

**GIVE DESIRED DESTINATIONS. IF A
DOCTOR'S VISIT, GIVE DATE AND
TIME, DOCTORS NAME AND
ADDRESS.**

**IF VANS ARE FULL, WORK WITH
DISPATCHER TO RESCHEDULE
YOUR APPOINTMENT.**

**SERVICES AVAILABLE:
SERVICES ARE CURB TO CURB.
OUR DRIVERS MAY NOT ENTER
YOUR HOME.**

**WHEELCHAIR USERS WHO LIVE IN
A HOUSE WITHOUT A RAMP MUST
HAVE SOMEONE OTHER THAN OUR
DRIVER TO HELP THEM.**

**MEDICAID CLIENTS
SHOULD CALL THE MEDICAL TRANSPORTATION
PROGRAM AT LEAST 48 HOURS IN ADVANCE OF THEIR
APPOINTMENT FOR TRANSPORTATION
TOLL FREE: 1-877-633-8747**



HEART OF TEXAS RURAL TRANSIT DISTRICT

WE DELIVER!!!!!! THE HOT RURAL TRANSIT DISTRICT PROVIDES PUBLIC TRANSIT SERVICES TO ANYONE NEEDING TRANSPORTATION IN BOSQUE, FALLS, FREESTONE, HILL, LIMESTONE AND RURAL McLENNAN COUNTIES.

DEMAND/RESPONSE TRANSIT SERVICE IS AVAILABLE FROM 6:00 AM TO 6:00 PM, MONDAY THROUGH FRIDAY. RESERVATIONS SHOULD BE MADE AT LEAST ONE DAY IN ADVANCE TO ASSURE SPACE IS AVAILABLE.

YOUR LOCAL SERVICE IS PROVIDED BY:

BOSQUE COUNTY TRANSIT

1-800-687-5609

(in Meridian - 817-435-2685)

HILL COUNTY TRANSIT

1-800-792-3009

(in Hillsboro - 817-582-3423)

FREESTONE COUNTY TRANSIT

1-903-389-5800

(call collect)

LIMESTONE COUNTY TRANSIT

1-800-594-2050

(in Groesbeck - 817-729-2625)

FALLS COUNTY,

CTSM TRANSIT

1-800-754-0878

RURAL McLENNAN COUNTY,

CTSM TRANSIT

752-0316

PLEASE CALL FOR ADDITIONAL INFORMATION AND SCHEDULES.

FARES - All fares quoted are one way

In home county	\$2.00
Trips across 1st county line	\$5.00
Trips across 2nd county line	\$10.00

LIFT EQUIPPED VEHICLES ARE AVAILABLE.

**FREESTONE COUNTY SENIOR SERVICES
FREESTONE COUNTY TRANSIT
201 N. BATEMAN RD.
FAIRFIELD, TEXAS 75840
903-389-5800**

October 11, 2005

TO: ALL TRANSPORTATION CLIENTS

SUBJECT: TRANSPORTATION FARES

Changes in Government funding, new regulations and budget restraints for the transportation program are forcing us to change the structure of our program.

Beginning **January 1, 2006**, fares will be paid by everyone who uses our transportation service, regardless of age.

The only exceptions will be qualified Medicaid trips. These are medical trips that Medicaid approves and pays.

Fares must be paid at time of trip. Fares are as follows:

Inside city limits: **\$1.00 one-way** (\$2.00 round trip)

In our county: **\$2.00 one-way** (\$4.00 round trip)

Surrounding counties: **\$5.00 one-way** (\$10.00 round trip)

Across multiple counties: **\$10.00 one-way** (\$20.00 round trip)

We apologize for any inconvenience but these are steps that must be taken for Freestone County Transit to continue to provide transportation services for our county.

Sincerely,



Susan Steiner

Transportation Director
Freestone County Transit

CLIENT SATISFACTION SURVEY

Please circle appropriate response

The staff explained that my records & this survey are confidential. Yes No

I receive the following services:

Transportation _____ Personal assistance _____ Emergency Response _____ Residential Repair _____ Benefits counseling _____ Respite care _____ Home delivered meals _____ Meals at senior center _____ Information & assistance _____ Education & training _____

Are you dissatisfied with any of the above services? Yes No
If yes, please explain _____

Do you have a need for services you are not currently receiving? Yes No
If yes, what services do you need? _____

All my services were provided in a prompt and timely manner. Yes No

For Transportation services only:

It was easy to make an appointment for services Yes No
Were vans clean & well organized? Yes No
Did the driver provide assistance as needed? Yes No
Was the driver professional & courteous? Yes No
Service was provided promptly Yes No

I would recommend any of the services of _____ to family & friends. If no, why not? Yes No

Was the staff professional & competent? Yes No

Overall, I rate the services I receive as:

Excellent Good Fair Poor

Do you have any other comments?

Thank you for completing the client satisfaction survey.



We came by to pick you up for your appointment and you were not at home. Please contact us to reschedule your trip.

Date: _____ Time: _____

Freestone County Transit
(903) 389-5800