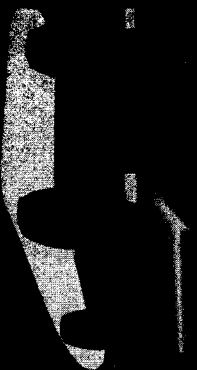


West Texas Opportunities, Inc.

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West Texas  
Opportunities, Inc.



Permian Basin Rural  
Transit District

## WHY USE PUBLIC TRANSPORTATION?

1. It creates jobs by attracting employers to areas that are accessible to more people.
2. Strengthens local businesses by giving them access to workers and to a wider market. National figures for 1999 showed that for every \$1 spent on transportation, \$8 was returned to the economy.
3. Provides access to jobs, job training, and higher education. This leads to more people getting off welfare and becoming productive members of the community. One in fourteen rural households has no automobile, and almost one out of every three people living in rural America either has no car or cannot drive.
4. Supports spin-off industries such as maintenance facilities, wash stations, parts distributors and software development.
5. Enables the elderly and handicapped (the fastest growing segment of rural population) to remain in the rural community. It allows them to remain independent by providing access through transportation for them to obtain health care, go shopping, and access other needed

services. This, in turn, helps keep their dollars in the rural areas.

6. Helps reduce traffic on streets and roads, which can help reduce stress, street and road maintenance costs and accident rates.

7. Helps keep health care and dental costs down by providing access to preventive medical programs.

Persons requiring treatment, therapy and medications have access to these services and can



attend to conditions that might otherwise worsen and cost more by having delayed treatment.

8. Safety. Records nationwide show that public transportation is safer than private automobiles in terms of accidents and injuries. Public Transportation agencies enforce seatbelt and child safety seat regulations. They conduct driver background checks and perform drug and alcohol testing for drivers. Drivers are required to maintain certification in CPR and First Aid and receive other safety training on a regular basis. Drivers are required to obtain a Medical Examiner's Certificate every two years.

8. Contributes to a healthier environment by reducing fuel consumption and emissions. There is a reduction in fuels and oils that may contaminate the ground and water tables.

9. Assists those who simply lack the means to attend to day-to-day needs because they have no personal transportation resources.

10. Reunites families and friends by allowing individuals to travel to other locations for visits. The alternative is usually moving the elderly closer to the family and away from your community.

11. Savings realized by the client on fares generally results in more money to spend in the local economy.



12. Serves as a backup transportation service for those who do own a vehicle but need public transportation when their other resources are unavailable.

## WHY USE PUBLIC TRANSPORTATION?

1. It creates jobs by attracting employers to areas that are accessible to more people.
2. Strengthens local businesses by giving them access to workers and to a wider market. 1997 national figures show that for every dollar spent on transportation – seven dollars is returned to the economy.
3. Provides access to jobs, job training, & higher education. This leads to more people getting off welfare and becoming productive members of the community. It relieves some of the burden that the community has to share to take care of that recipient. Generally crime is lower in communities where these needs are being addressed. For small cities it means jobs and economic growth. One in fourteen rural households has no automobile and nearly one of three people living in rural America either has no car or can't drive.
4. Supports spin-off industries such as maintenance facilities, wash stations, parts distributors, and software development.
5. Enables the elderly and handicapped (the fastest growing segment of rural population) to remain in the rural community. It allows them to remain independent by providing access thru transportation for them to obtain healthcare, go shopping, access to nutrition programs, & other needs. The alternative is that they leave & go to other communities where they have access & take spending money with them.
6. Relieves congested roads. While usually recognized as great for large urbanized and metropolitan areas, it also holds true for smaller towns and cities. Rush hour/lunch time traffic is held to a minimum, resulting in less stress on drivers. Cities save costs on parking space & can put that space to better use. It reduces damage to city and county roads resulting in fewer maintenance costs. The accident rate is reduced considerably.
7. Helps keep health care/dental costs down by providing access to preventive medical programs, for those requiring treatment, therapy, medications, etc., to get to the right facility to take care of the problem before it can get more serious and eventually cost more.
8. Safer. It allows the elderly and handicapped population that has difficulty operating a vehicle to still be mobile. Records nationwide show that public transportation has fewer accidents & injuries than using privately owned vehicles. Public Transportation agencies enforce seatbelt & child car seat regulations. They screen driver's backgrounds more carefully. They perform random drug & alcohol testing for drivers. Drivers are required to maintain certification in CPR & First Aid. Drivers are required to obtain a Medical Examiners Certificate every two years.
9. Leads to a healthier environment. There is less fuel consumption and less fuel emissions. There are less fuel and oils that may contaminate the ground and water tables.
10. Assists those that have no transportation, that may require assistance, or generally just lack the

monetary means to get around by providing access to buy groceries, shop for clothes, pay bills, get to the post office, etc.

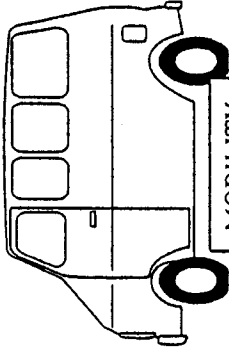
11. Reunites families and friends by allowing individuals to travel to other locations for visits. The alternative is usually moving them closer to the family and away from your community.
12. Savings realized by the client on fares generally results in more money to spend in the local economy.
13. Assists those with cars and those that are generally economically better off. Your car won't start, need to get the kids to day care, and make it to work in time. Public transportation can work here to alleviate some of the problems and stress you may encounter. More and more people realize that by using public transportation they can save money to spend on other commodities and goods. They also recognize they can get a longer life out of their personal vehicle by using public transportation whenever possible.

West Texas Opportunities, Inc. (WTO,I) is a non-profit – community action agency established in 1966. Our mission is to ease the limitations of poverty through investing in families in order to improve their quality of life.

WTO,I provides rural transportation throughout the 17 counties of the Permian Basin as well as various welfare to work, day care, senior citizen, medical, and head start transportation services. Currently we have offices in Lamesa, Big Spring, Midland, Odessa, McCamey, Stanton, Pecos, Monahans, Seminole, Seagraves, Andrews, Kermit, and Crane. We also sub-contract with Pecos County Community Action Agency in Fort Stockton, West Side Community Day Care Center in big Spring, and Dawson County Senior Citizens Center in Lamesa.

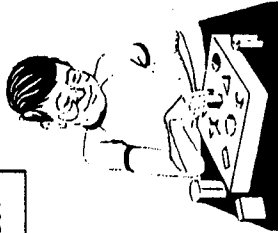
For more information contact our main office at (806) 872 -8354, by FAX (806) 872-5816 or by e-mail at [wtotrans@pics.net](mailto:wtotrans@pics.net).

**WEST TEXAS OPPORTUNITIES, INC.**

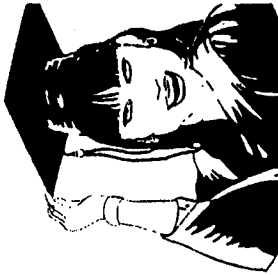


**TRANSPORTATION**


**MOBILITY**



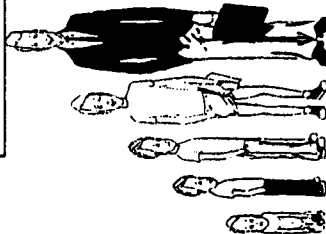
**DAY CARE**



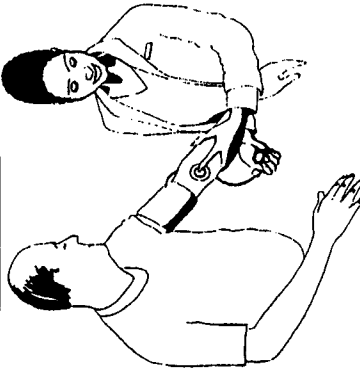
**EDUCATION**



**ON THE JOB TRAINING**



**FAMILY**



**HEALTH**

# **TRANSPORTATION POLICY AND PROCEDURE MANUAL**

## **SECTION II – TRANSPORTATION**

### **2.3 CUSTOMER SERVICE** (REV: 07/03)

WTO, I prides itself in establishing and maintaining solid relationships with its clients. Customers are second only to safety. We will provide customers with a safe means of transportation that protects them from the elements, is timely, efficient and a driver that is trained, safe, professional, and courteous.

All service is door-to-door. Drivers will greet customers, open vehicle doors and offer assistance in and out of vehicles to avoid slips and falls. Drivers will also assist if requested in carrying small articles, bags, blankets, etc., not to exceed a combined weight of 40 lbs. It is the driver's responsibility to ensure that clients are in the proper seat restraints for that type of vehicle before proceeding.

Customers may bring non-alcoholic drinks on board the vehicle provided that they are in a spill proof container. Additionally we have a limited amount of child car seats available for children. Drivers are required to be certified in CPR and First Aid, receive pre-employment and random substance abuse checks, as well as have their driver's license checked for violations each year.

WTO, I also conducts quarterly surveys with customers to ensure that we get the proper feedback in order to improve our services. Customers are always invited to provide comments on our services whether positive or negative so that services can be improved.

# **TRANSPORTATION POLICY AND PROCEDURE MANUAL (REV: 11/7/05)**

## **SECTION VIII – VEHICLE MAINTENANCE PLAN**

### **8.0 – MAINTENANCE OVERVIEW**

Maintaining vehicles is an integral part of our operations. Maintenance schedules and preventive maintenance checks help us to keep vehicle expenses down as well as keep vehicles in good – safe operating order.

The PBRTD utilizes two methods of record keeping tracking vehicle maintenance. The first is the Transportation software program (SHAH Transportation Manager) which allows us to track maintenance histories and also has a reminder built in to tell us when services are due. The second is the vehicle record book, which provides for a written record of services and inspections conducted throughout the life of the vehicle.

All drivers, dispatchers, and supervisors that transport passengers, as part of their program will be familiar with this chapter.

## TRANSPORTATION POLICY AND PROCEDURE MANUAL

### SECTION VIII – VEHICLE MAINTENANCE PLAN

#### 8.1 – PREVENTIVE MAINTENANCE

- A. **SCHEDULING:** Upon receipt of any vehicle whether new or a transfer from another program or site, the dispatcher or supervisor for the gaining site will ensure that the vehicles' operator's manual is present. The site will review the preventive maintenance section and establish a schedule for services to be conducted. Required items to be serviced will also be placed on the reminder list in the Transportation software program.
  
- B. **BEFORE/DURING/AFTER OPERATION VEHICLE CHECKS:** Driver's will document daily checks using this form (see instructions next page). These will be maintained for the current and previous three program years. Drivers will be tested annually during the hands-on portion of the driver's test. All new drivers will receive training on this form and on how to conduct the inspections during their orientation period.
  
- C. **SUPERVISOR MAINTENANCE CHECKS:** Supervisors will spot check vehicle maintenance on a random basis. This includes not only what the driver's check, but for work conducted outside the agency by vehicle dealers and service shops.

## TRANSPORTATION POLICY AND PROCEDURE MANUAL

### SECTION VIII – VEHICLE MAINTENANCE PLAN

#### 8.2 – ADA

- A. Maintenance checks and services will include the wheelchair accessible ramps and lifts.
  - (1) Ramps: Check the arm, lifting handle, lock, and floor bolts. Look for cracks, missing bolts or loose bolts. Correct at operator level, except for cracks – report to supervisor. Follow manufacturer’s guidelines in applying machine oil to the locking arm.
  - (2) Lifts: Check operation daily by cycling lift. Follow manufacturer guidelines for lubrication and services. The manual lift will be checked once per month.
- B. Checks will include all tie-down straps, seat belts, and shoulder harnesses to ensure clients have good working equipment for their safety.
- C. Drivers will ensure entrances/exits are in good working condition and allow passengers to move in and out of the vehicle free from obstructions.

**WEST TEXAS OPPORTUNITIES, INC.**  
**Client Complaint Procedures**

When a concerned citizen has a complaint which involves the operation of any program of West Texas Opportunities, Inc., it will be handled in the following manner:

- 1) The problem will be discussed with the Program Director who will make every effort to resolve the problem. If a solution to the problem cannot be reached, the Program Director will contact the Executive Director on behalf of the client or concerned citizen and make arrangements for a meeting to be held.
- 2) The Executive Director will hear the complaint and make every effort to resolve the problem. If the client is not satisfied, the problem will be handled as specified in program specific complaint procedures. If such procedures do not exist, the Executive Director will contact the Board Chairperson to request a meeting on behalf of the client or concerned citizen and the Executive Director.
- 3) The meeting will be held within 30 days and the Executive Director and the Program Director will provide written summaries of their meetings with the client or concerned citizen, including the date and place of the meeting, names and titles of persons attending, nature of the complaint and efforts made to resolve the problem. The decision of the Executive Committee will be final.
- 4) Some program specific procedures may require that the Contract Manager or the funding agency be contacted in lieu of or in addition to the Executive Committee. Program specific procedures may also require that another committee or advisory board hear the complaint in lieu of the Executive Committee. In such instances, program guidelines will take precedence. (Other Committees may include Human Rights, Grievance, Head Start Policy Council, CCMS Advisory Council Grievance Committee, etc.)

# TRANSPORTATION POLICY AND PROCEDURE MANUAL

## SECTION II – TRANSPORTATION

### 2.10 – FARES (REV: 3/03)

Our fares are kept low because we receive reimbursement through TXDOT (Section 5311), TDH (Title XIX-Medicaid), MHMR, and Texas Rehabilitation. Clients sponsored by another agency (Medicaid, MHMR, Texas Rehabilitation, etc.) will be charged that fare through the sponsoring agency on their current billing form. In these cases, clients may not choose to ride as the “general public” as this would cause us to operate in the negative.

### SECTION 5311 TRANSPORTATION GENERAL PUBLIC FARE RATE STRUCTURE (WHEN TRIP IS WITHIN YOUR SDA)

<u>ZONE</u>	<u>RATE</u>
1 (0-5 MILES)	\$ .50
2 (6-19 MILES)	\$2.50
3 (20-30 MILES)	\$3.50
4 (31-50 MILES)	\$5.50
5 (51-75 MILES)	\$7.50
6 (76-100 MILES)	\$12.50
7 MORE THAN 100	Contact Transportation Director

Fares are per one-way trip. Anytime a client departs the vehicle (except bathroom/rest breaks) it is considered a one-way trip. Clients that request we go thru a drive-thru/pick-up window for services will be charged for a one-way trip.

Unless otherwise noted, all trips within the same city limit boundaries will be charged \$.50 cents regardless of distance. This applies to all cities within our service area.

Due to city ordinances, fares may not be collected within the city limits of Midland and Odessa. Clients must give their itinerary to the dispatcher in advance and the charge(s) will be from pick-up point to the city limit boundaries.

## WEST TEXAS OPPORTUNITIES, INC.

### FARES--Effective November 1, 2005

These are our fare rates for general public transportation. Please call (800) 245-9028 or your local West Texas Opportunities, Inc. office if you need more information.

If you are approved for benefits under any state or federal program that offers transportation (Medicaid, Texas Rehabilitation, MHMR, Texas Commission for the Blind, Veterans Administration and others), please contact them first—you may be eligible for benefits through West Texas Opportunities, Inc. or other agencies.

<u>ZONE</u>	<u>RATE</u>
1 (0 to 5 miles)	\$1.00
2 (6 to 19 miles)	\$3.75
3 (20 to 30 miles)	\$5.25
4 (31 to 50 miles)	\$8.25
5 (51 to 75 miles)	\$11.25
6 (76 to 100 miles)	\$18.75
Each 25 miles additional:	\$4.00

Senior Citizen and disabled: \$.50 in Zone 1

Children under 5 years old are FREE.