

WASHINGTON COUNTY TRANSIT

POLICIES AND PROCEDURES MANUAL

1. INTRODUCTION

These policies and procedures are guides to assist in the governance of the Washington County Commute Express Service and the Washington County Shared Ride Taxi Service. These policies and procedures are adopted by the Washington County Transportation Committee and maybe modified by that committee upon a motion approved by a simple majority vote at any meeting of the committee where a quorum is present. Revised policies and procedures shall be distributed to providers upon modification.

2. DEFINITIONS

The following words or phrases are defined as follows when used in these policies and procedures.

- a. County = Washington County or the Washington County Highway Department
- b. Provider = An individual or entity that enters into a contract with the county to provide a service
- c. SRT = Washington County Shared Ride Taxi
- d. Transportation Committee or Committee = Washington County Transportation Committee
- e. WCCE = Washington County Commuter Express
- f. FTA = Federal Transit Administration

3. OPERATIONS

WCCE and SRT shall be managed by the Transit Manager under the direction of the Washington County Highway Commissioner and the Transportation Committee.

The County shall enter into contracts with Providers to operate WCCE and SRT. Contracts with Providers can be for any duration deemed beneficial to the county. Contracts with Providers must be approved by the Transportation Committee in order to be valid after the appropriation of funds to operate the SRT and/or WCCE.

The County shall strive to maximize the use of state and federal funds to cover the costs of providing WCCE and SRT services. To that end, the County and its Providers shall comply with all applicable state and federal regulations to the fullest extent possible. Such state and federal regulations shall include but not be limited to accommodations for individuals with disabilities, equal employment opportunities, and anti-discrimination laws.

4. FARES

- a. WCCE fares shall be as follows beginning at 12:01 AM on January 1, 2015

\$3.75/one way daily express service, \$3.25 with prepaid ticket strips (\$32.50 for a ticket strip).

\$1.75/one way cash fare on mid-day runs 13 and 15, for seniors 65+, Medicare card holders and disabled persons.

Children age 4 and under are free.

- b. SRT fares shall be as follows beginning at 12:01 AM on January 1, 2015

* Fares shown below are per one-way trip.

	<u>Elderly/Disabled</u>	<u>Adult</u>	<u>Student</u>
5.0 miles or less	\$2.50	\$4.25	\$3.25
5.1 to 10.0 miles	\$3.50	\$5.75	\$4.75
10.1 to 15.0 miles	\$4.25	\$7.00	\$6.00
15.1 to 20.0 miles	\$5.00	\$8.00	\$7.00
Over 20.0 miles	\$5.75	\$9.00	\$8.00

*Adults are any persons age 18 – 59 years. Students are age five (5) years through high school. Elderly are those age 60 and over, and disabled of all ages. Children age 4 and under will ride free. Children 12 and under must be accompanied by a responsible adult. A care giver, attendant, or family member needed by an elderly/disabled passenger will be charged the same fare for the elderly/disabled.

Discounted Punch Cards: \$20.00 (Value of \$25.00) and \$10.00 (Value of \$12.00).

Agency Fare of \$8.00 per ride or \$80.00 for a 10 ride punch card.

The fare for shuttle service operated by the SRT for the WCCE is \$1.00 one way. The emergency ride home service for WCCE riders is a free ride.

- c. The County may amend the fares for WCCE or SRT upon a motion approved by a simple majority of the members present at any meeting of the Transportation Committee and written notice to the Providers. Changing of fares also requires a public meeting per the Federal Transit Administration and related FTA rules and regulations. This meeting may allow public comment.

5. HOURS OF OPERATION

SRT services shall be provided from 5:00 AM to 10:00 PM on weekdays and Saturdays except holidays listed and from 8:00 AM to 4:00 PM on Sundays except holidays listed. Extended service shall be provided on Fridays and Saturdays from 10:00 PM to 1:00 PM. Extended service shall also be provided for at least the following special events: New Year's Eve, St. Patrick Day, Washington County Fair Week, and other events as they present themselves.

WCCE services shall be provided on weekdays except for the holidays listed below and in accordance with the schedule.

The following are considered holidays on which no WCCE or SRT services will be provided: Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving Day, Christmas, and New Year's Day.

6. AREA OF SERVICE

SRT services shall be provided throughout Washington County and to selected locations in northern Menomonee Falls. Menomonee Falls service area boundaries include Maple Road on the west to Pilgrim Road on the east and to Menomonee Avenue for the southern border. No service shall be provided for trips if both ends of the trip are within the City of West Bend, within the City of Hartford, or within the Village of Menomonee Falls. City of Hartford does not provide door to door service, so SRT, notwithstanding the statement above, provides door to door service in the City of Hartford for those clients that need this service. SRT service will also be provided to individuals who have used the WCCE service and who need to return to where they boarded the WCCE vehicle, or to their home, as a result of a family emergency.

WCCE services shall be provided at the stops listed, see the approved-current Washington County Commuter Express Bus Schedule.

7. USE OF TOBACCO, ALCOHOL, OR CONTROLLED SUBSTANCES

The use of tobacco products in any form, alcohol, or controlled substances is prohibited on any WCCE or SRT vehicle. The County reserves the right to refuse service to anyone who violates this prohibition.

8. RESPONSIBILITIES OF INDIVIDUALS USING WCCE SERVICES

- a. Having the required fare for the ride.
- b. All WCCE passengers are to act and behave appropriately while utilizing bus services. WCCE has zero tolerance for inappropriate behavior.
- c. If a passenger becomes offensive, threatens others, or is otherwise disorderly, WCCE Provider will report the incident in writing to the County. The County shall have the right to refuse service or impose suspension from use of the WCCE.
- d. A day notice is requested to GORiteway Bus Service for set up on a wheelchair accessible motorcoach. (May not always be necessary).
- e. Appeals regarding suspensions or refusal of service can be made to the Transit Manager in writing.

9. RESPONSIBILITIES OF INDIVIDUALS USING SRT SERVICES

- a. Having the required fare for the ride.
- b. All rides must be scheduled with the dispatcher. Riders will need to schedule the following:
 - The date taxi is needed
 - The time of day desired to be picked up (*please advise the dispatcher if you have an appointment and the time of the appointment.*) *An appointment pick up time is different than a requested pick up time. Appointment time is 1 hour prior of your appointment time. A regular pick up time is a half hour of your requested pick up time.*
 - Name of rider
 - Pick-up address (entrance must be designated if there is more than one)
 - Destination address (drop-off entrance must be designated if there is more than one)
 - Number of passengers
 - Rider's phone number
 - If a wheelchair accessible van is needed, (no wheelchair provided)
- c. All passengers must be dressed, ready and waiting for pick-up. If a rider is being picked up from a public building, health care facility, or nursing home, they must be waiting in the lobby.
- d. Specialized service will be available for individuals with disabilities who require special door-to-door assistance from the taxicab operator within all of Washington County and the northern portion of Menomonee Falls.
- e. Notice must be given when making a reservation if the passenger is in a wheelchair or requires special door-to door assistance. A one-day advance reservation is requested for specialized service.
- f. Additional time will be needed to load and unload passengers in a wheelchair.
- g. Residents of a skilled nursing facility will not be transported unless they are accompanied by a care giver, an attendant, or a family member. A resident requiring such skilled care is outside the scope of driver's training.
- h. SRT service provides pick-up and drop-off transportation.

- i. SRT vehicles accommodating passengers are not permitted to access “drive-up” or “drive-through” facilities, at any time. Examples of these facilities include, but are not limited to, bank/credit union drive-up windows or ATM’s, drive-through prescription pick-up windows, or fast food drive-through windows.
- j. All SRT passengers are to act and behave appropriately while utilizing taxi services. SRT Services has zero tolerance for inappropriate behavior.
- k. If a passenger becomes offensive, threatens others, or is otherwise disorderly, SRT provider will report the incident in writing to the County. The County shall have the right to refuse service or impose suspension from use of the SRT.
- l. If a passenger becomes physically abusive to driver or others, driver shall immediately notify dispatch who shall contact law enforcement.
- m. Suspensions for eligibility to use the SRT are given by the Transit Manager. Appeals regarding suspensions of service can be made in writing to the Transit Manager.
- n. See the following for the No Show Policy...
- o. A No Show is defined as: (1) the client not being present when driver arrives for pick up. (2) the client not being ready within 5 minutes of when the driver arrives for your scheduled pick up time. (3) the client calls to cancel a ride less than one (1) hour prior their scheduled pick up time or cancels the ride at the door when the driver arrives. (4) not having the required fare for the ride.
- p. Note about pick up times: If one has an appointment pick up, this means the shared ride taxi could arrive 1 hour prior to your appointment time. For example one has a doctor appointment or a start time for work; let’s say for 9:00am. This means that the shared ride taxi could arrive as early as 8:00am to make sure you arrive at your appointment time. A regular pick time has a 30 minute window. For example if one requests a pick up time for 3:00pm, the shared ride taxi could arrive from 3:00pm to 3:30pm. On the day of your ride, one can always call to confirm a more exact pick up time so one does not have to worry about a no show
- q. When the shared ride taxi driver arrives for a client and the client cannot be located, the driver will notify dispatch the client is not present. At that time dispatch will attempt to contact the passenger. If the client can not be contacted within three minutes, the driver will be advised by dispatch of a No Show and proceed on with their route. Note: at no time will shared ride taxi “no show” a dialysis client unless advised by the client and/or the dialysis clinic.
- r. Three No Shows occurring within a rolling 60-day period will result in a 21-day suspension of service.
- s. After the first two No Shows within a rolling 60-day period, dispatch will call the client and issue him/her a warning and advise the client of the no show policy.
- t. After the third No Show a 21-day suspension will be instated by the County Transit Manager.
- u. The client can either appeal the suspension for reinstatement, in writing; to the Washington County Transit Manager, 900 Lang Street, West Bend, WI 53090 (the appeal must address all 3 no shows). **OR**
- v. The client can be reinstated for service and have the suspension lifted by paying a fine of \$8.00. The no show fine must be paid to the driver when the client schedules their next ride or in person at the shared ride taxi dispatch office (510 Schoenhaar Drive, West Bend, WI 53090). The client must notify dispatch that this is the action the client will be taking. If the fine is not paid at the client’s next scheduled ride the client will not be able to ride until the fine is paid.

- w. Further habitual violations and/or excessive No Shows may result in additional periods of suspension of service up to and including ineligibility to use the Shared Ride Taxi Service.

10. RESPONSIBILITIES OF THE WCCE PROVIDER

- a. The drivers shall always be accessible on the motor coach by cell phone or two way radio.
- b. The driver's checklist shall include making sure the cell phone or two way radio is operational before beginning the route.
- c. The drivers shall inform WCCE Provider office personnel as soon as they deviate more than 10 minutes from the scheduled bus-stop times, so that office personnel can appropriately answer phone call inquiries from commuters about delays.
- d. The drivers shall inform office personnel of missing/damaged bus-stop signs.
- e. The drivers shall immediately inform office personnel of any commuter behavior incidents, personal-injury incidents, motor-vehicle damage or accidents.
- f. Written incident reports shall be completed by the driver and submitted to the WCCE Provider office the same day as the incident occurred.
- g. The drivers shall relay to office personnel both positive and negative feedback from passengers, including the passenger name and contact phone number, if possible.
- h. The drivers shall relay to office personnel any problem areas or situations which they believe could lead to a negative event for the driver or the passengers.
- i. The drivers shall relay to office personnel any suggestions or ideas to improve service or routing.
- j. Drivers and substitute drivers should be trained of the schedule times and all bus-stop locations - both northbound and southbound, before they begin driving route.
- k. The drivers shall be able to answer commuter questions regarding schedules and stop locations.
- l. Training shall include knowing the schedule times, the bus-stop locations, and actually driving the route until the driver is capable of driving the route in the timely fashion as the schedule indicates and knowing each bus-stop location without referencing paperwork.
- m. The drivers shall never depart from a park & ride or bus stop location before the scheduled time.
- n. The drivers shall stop at all bus-stop locations, even if they do not see pedestrians waiting at the bus-stop sign.
- o. All motor coaches driving the WCCE routes should have current schedules on board, in a clearly visible and accessible location for passengers.
- p. The drivers shall never discuss internal rumors or service situations with passengers; for example, route/service changes, accidents, injuries or disputes.
- q. When a schedule change is made, drivers should point out to the passengers the posted notice in the motor coach and make the passengers aware of the new schedules available on the motor coach.
- r. The drivers shall call out the bus stop locations.
- s. The appropriate route signage will be displayed on the WCCE buses.

- t. The WCCE 888 phone line shall be answered by WCCE Provider personnel or designee during all scheduled service times, starting at 5:00 a.m. and continuing thirty (30) minutes past the last pick-up time.
- u. Qualified personnel answering phone calls shall have knowledge of the WCCE schedule and operations, in order to be responsive to the inquiries of callers.
- v. In case of phone calls from commuters regarding delayed service, personnel shall contact the motor-coach drivers so that they can be responsive to the caller and inform them of the status of the delay.
- w. An answering service which cannot respond to caller inquiries is not an acceptable level of service.

11. RESPONSIBILITIES OF THE SRT PROVIDER

- a. No hazardous materials such as gasoline, car batteries, etc., will be allowed inside taxi vehicles.
- b. All wheelchairs and oxygen tanks must be secured.
- c. All bio-hazard materials must be secured on person or wheelchair.
- d. In order to minimize response times, all passengers must be dressed, ready and waiting for pick-up. If a rider is being picked up from a public building, health care facility, or nursing home, they must be waiting in the lobby. The SRT driver will wait five (5) minutes.
- e. SRT drivers will go no further than the lobby of a building for pick-up or drop-off.
- f. The SRT drivers shall immediately inform office personnel of any passenger behavior incidents, personal-injury incidents, motor-vehicle damage or accidents.
- g. Written incident reports should be completed by the driver and submitted to SRT provider the same day as the incident occurred. This information will also be provided to County.
- h. The drivers shall relay to office personnel both positive and negative feedback from passengers, including the passenger name and contact phone number, if possible.
- i. Transportation to and from St. Joseph's Hospital, in the Town of Polk, is available. The County invoices St. Joseph's Hospital directly for these rides according to the agreement between the parties.
- j. Transportation to and from Aurora Medical Center facilities is available to those facilities, which include:
 - Aurora Medical Center – Hartford
 - Aurora Clinics – Hartford/Slinger
 - Adult Day Services – Hartford
 - Aurora Rehabilitation Center – Hartford
 - Aurora Ambulatory Care Center – Hartford

The County invoices Aurora Medical Foundation of Hartford directly for these rides according to the agreement between both parties.
- k. In the event of inclement weather, SRT provider will make announcements regarding delays or cancellation of taxi service on when possible on radio station WBKV in West Bend, WI, WTKM in Hartford, WI and WTMJ4 in Milwaukee, WI.
- l. The drivers shall not provide pickups in areas not accessible where driveways or roads have not been cleared of snow or are considered hazardous.

m. Idling of vehicles.

1. A vehicle idling gets zero miles per gallon; unnecessary idling wastes fuel and pollutes. Idling also causes twice the wear on internal parts compared to driving at regular speeds. Effective immediately, unless exempted in the following section, no County-owned, company-operated vehicle or piece of equipment is to be idled in a non-emergency situation. The operator of the vehicle/equipment is to turn off the vehicle engine.
2. Policy exemptions—A vehicle maybe left idling:
 - In traffic
 - At an official traffic signal or sign
 - When yielding to emergency vehicles
 - To prevent a safety or health emergency
 - For the safety and health of medically fragile, disabled or senior clients
 - During the operation of a wheelchair lift
 - When clients are on-board and the outside temperature is below 40°F or above 80°F
 - With only the driver on-board, guidelines for maximum engine idling per stop:
 - Upon initial start-up below 40° F: 3 minutes
 - Below 10° F: no limit
 - 10 - 40°: 3 minutes
 - Above 80° F: 3 minutes
 - For maintenance, servicing, repairing, or diagnostic purposes
 - At the direction of a law enforcement official
 - While in emergency or training mode