



# SENIOR ASSISTED TRANSPORTATION SERVICE

Rider Agreement & Frequently Asked Questions

This program becomes effective  
April 1, 2020

## OVERVIEW

Our Transportation Service provides accessible and affordable door-to-door transportation for older adults and persons pre-qualified for the Medicaid Waiver Program at no fee, although donations are accepted and greatly appreciated to defray costs. There is a fee for disabled riders under 60 years of age and the general public if space is available.

FYI: The Eppson Center's cost per ride in 2019 was \$9.99 each way.

With 48 hour notice riders can travel with us to medical/dental appointments, grocery shopping, meal sites, and community based programs with 5 miles of Laramie City Center. .

*“Our SATS program ensures individual independence, provides mobility for self-sufficiency and the opportunity to participate fully in the life of the community.”*

**IT IS OUR MISSION TO PROVIDE SAFE, EFFICIENT, AFFORDABLE, PROMPT, FRIENDLY, PROFESSIONAL AND CLEAN TRANSPORTATION TO IMPROVE THE QUALITY OF LIFE FOR CITIZENS IN OUR COMMUNITIES.**

These policies are provided to insure our mission is held to the highest standard. Your cooperation in abiding by these policies is greatly appreciated. Failure to abide by these policies or excessive complaints could ultimately result in suspension or discontinued service. Treat others as you would like to be treated and show respect for your fellow passengers, the transit vehicles and facilities you use.

One of our funding sources (Title III-B of the Older Americans Act) provides that an individual aged 60 and older with or without a certified disability is eligible to ride for free. However, individuals must have a disability certification in order for our agency to receive funding under the Federal Transportation Administration's 5311 program. **Please keep in mind that these funding sources only cover a portion of the cost to provide a ride. Donations are gladly accepted.**

All riders are required to have an Eppson Senior Assisted Transportation Service Application on file and must provide their eligibility card to the driver before each ride. Please contact the Eppson Transportation Office to get a copy of the application mailed to you or you can download a copy of the application from our website at [www.eppsoncenter.org/transportationapplication](http://www.eppsoncenter.org/transportationapplication)

## ADA Certification Process

An individual under 60 years of age with a disability must complete Sections 1, 2 & 3 of the Eppson Senior Assisted Transportation Services Application. The application must be legible and properly completed. A health care provider familiar with applicant's condition must complete Section 3 of the application and submit to the Eppson Center Transportation Department.

## FREQUENTLY ASKED QUESTIONS

### Who can use this service?

Eppson Senior Assisted Transportation Service (SATS) is open to all Laramie Residents who:

- Are age 60 and over
- Are pre-qualified for the Medicaid Waiver Program
- Are age 18-59 with an eligible disability
- Are 18 or older who do not qualify for the service under the eligibility conditions when space is available

ALL riders must complete and submit the SATS application and carry their eligibility card at all times during transport.

### When and where does this service operate?

Regular operating hours for our dispatch is Monday through Friday from 8:00am to 4:00pm with transportation offered from 8:30 a.m. until 3:30 p.m. **Our dispatch & program office will be closed daily from 12-12:30 p.m. for lunch but services will resume promptly at 12:30 p.m.** We offer transportation services within a 5 miles radius of city center (4<sup>th</sup> & Clark Street) on a priority schedule as follows:

- First priority will always be given to riders who are 60 and over and those who require transportation to medical appointments.
- We will give second priority to riders who wish to visit the Eppson Center for Seniors to partake in the activities offered.
- Rides to shopping venues (Dollar Tree, Ridley's, Safeway, & Walmart) will be given on Tuesdays and Thursdays only and will be on a fixed route schedule. Drivers will arrive at appointed time and will not search for the shopper.
- Social events such as rides to a friend's house, a restaurant or the library will be limited to our riders aged 60 and over and will be given a limited time before pickup, subject to availability.

### How much does it cost?

- Rides subsidized by grants for older adults age 60+ (Title IIIB) and persons pre-qualified for the Medicaid Waiver Program are provided at no fee. However, donations are accepted and greatly appreciated to defray costs.

PLEASE NOTE: Donations are an essential part of the funding that makes this service possible. Our cost per ride in 2019 was \$9.99 each way. Please consider a contribution in any amount to help us continue this essential service so others may benefit from it too.

- There is a \$4.00 per ride (\$8.00/trip) fee for disabled riders under 60 years of age (may be subsidized by the FTA 5311 grant) and a fee of \$6.00 per ride (\$12.00/trip) for the general public (unsubsidized) based on availability.

## What is the difference between a “Ride” and a “Trip”?

A “Ride” is from point A to point B (one-way), while a “Trip” is from point A to point B and then back to point A (round trip).

## What type of assistance do we offer?

All operators are trained to provide **minimal assistance**. Operators are not trained to provide medical assistance. A caregiver or companion must accompany a passenger if that passenger has health issues that may need to be attended to during transport and/or if that passenger needs assistance with their wheelchair.

### **Minimal Assistance includes:**

- The vehicle will come to the door of a residence. Service to or from inaccessible origins or destinations will be provided at the curb instead of at the door if no safe access exists.
- The operator will attempt to notify passengers of arrival by sounding horn or ringing doorbell.
- The operator will assist passengers in boarding and exiting the van.
- The operator may assist passengers up and /or down previously installed ramps at residence or destination if they feel it can be done safely.
- The operator will deliver the passenger from origin to destination.

### **Minimal Assistance does NOT include:**

- Assistance getting in or out of wheelchair.
- Assistance in getting ready for the trip.
- Administering medication or oxygen.
- Assisting passengers in wheelchairs up or down stairs.
- Assistance in carrying personal belongings or purchases.

This is a door-to-door service. Do not expect extra assistance beyond the door threshold of residence or business establishment, as the driver cannot leave the bus/van or riders unattended due to safety and security concerns. If additional individual assistance is needed, drivers will assist you as you enter and exit the vehicle and/or business establishment. Drivers also operate the wheelchair ramp or lift and will assist you with the securement of wheelchairs and mobility aids, and with seat belts.

## What personal (disability) information will the driver know about me?

The driver gets information about the service or trips he/she will provide each day on a “Manifest”. The manifest provides the following information to the driver: each rider’s name, pick up address, ready time window details and destination address. Additional information which may be included is: are you traveling with a Personal Aid and/or companion for that trip; are you traveling with a service animal; what type of mobility device are you using for today’s trips, such as manual or power wheelchair, walker, cane, etc. No specific personal information about the rider’s disabling conditions are provided on the manifest without advance permission from the rider. From time to time, specific information may be necessary for safety purposes or to assure effective communication between the

rider and driver while on board the bus/van. For example, if the rider cannot be left unattended, that would be stated; a statement might be added that the rider is deaf and communicates by reading lips or writing notes; or the rider is non-verbal and will respond to conversation with the driver by nodding his/her head or using a speech board. Call our dispatch office to discuss your need to have personal information added to the manifest when you travel on SATS.

## How do I schedule a trip?

All rides are scheduled through the Eppson Transportation Dispatch Office.

- Trips must be scheduled at least 48 hours in advance of your trip. NO same day trips will be allowed.
- To request a trip or a ride, call our Dispatch Office at 307-745-1511 between the hours of 8:00a.m. and 4:00 p.m. Monday – Friday.
- Please have addresses, day of service(s), and times readily available when you call.
- Limit of 3 rides (2 stops) per day (i.e. pick up from home to medical office (ride 1), pick up from medical office to pharmacy (ride 2) and pick up from pharmacy to home (ride 3)).
- All riders must have a completed application on file and carry their eligibiity card to show the driver when boarding the van.

## How is this service provided?

- Small buses and wheelchair accessible vans
- Trips are scheduled by advance reservation only
- Service is door-to-door or designated pick up service points (shopping)
- Other riders share the vehicle so the bus/van may stop and travel in other directions during your ride
- Travel time will vary, depending on the ride distance and stops made to accommodate other riders during the ride

## What information do I need when scheduling a trip?

You will need ALL your ride information when talking to the dispatcher.

- Your first and last name
- The date and day of the week you need a ride.
- The exact street address where you need to be picked up from.
- The time you need to be to your appointment.
- The exact street address where you are going.
- The time you want your return
- The address to be picked up from

## What is “ready time” or the “ready time window”?

The ready time window is a thirty (30) minute time frame of when you need to be ready to board the bus/van. The dispatcher will quote you this time when you call to schedule your trip. Out of courtesy for other riders who are scheduled on the same vehicle, you must board when the vehicle arrives.

- The drivers will wait no longer than five (5) minutes after their arrival time within the ready time window.
- The vehicle will depart when the five-minute period is up.
- The dispatcher may call the customer to advise that the vehicle has arrived.
- It's your responsibility to be ready, prepared to board, when the vehicle arrives. If not, and the ride is the originating ride of the day (1st ride of the day) a bus/van may not be sent back (unless we were in error in scheduling or the driver was at the wrong location).

## How do I change my scheduled trip?

The Eppson Center generally does not change pick-up times or pick-up/drop-off locations on the same day of your ride. You can change your ride up to 4:00 pm on the day before your trip (307-745-1511). Tell the dispatcher you would like to change a trip that has already been scheduled. The dispatcher will ask you:

- Your first and last name
- The date and time of the ride you are calling to change
- The new time(s) you would like to schedule, or changes you need to make

The dispatcher will always try to accommodate your needs, but changes to your original ride request may result in adjustment to your pick-up times. Same day changes are subject to resource availability and a \$5.00 same day service fee per new or modified trip if Eppson Center is able to accommodate your request. Note: The Eppson Center may allow exceptions for unforeseen circumstances.

## How do I cancel a trip/ride?

If you have scheduled a ride that you no longer need to take, please call the dispatch office **as soon as possible to cancel** your scheduled ride. You can cancel any ride(s) in advance or put subscription service on hold for periods of time (refer to section "What If I Go To The Same Place Every Day/Week"). Please remember, no-shows cause service delays and potential denial of service to other passengers. Any combination of three (3) cancellations and/or no-shows within a thirty (30) day period may result in denial of service for thirty (30) days and/or termination from the program.

## What if my appointment is running late?

Everyone has occasional circumstances outside of their control that can cause delays at a scheduled appointment. If your appointment is running later than you expected and there is a chance you will not be ready for your scheduled return ride call the dispatch office as soon as possible.

You will be asked:

- Your name.
- The time of your scheduled return ride pick-up

Every effort will be made to adjust your return ride pick-up time and assign another bus/van to pick you up. Because schedules are fully set the day before, there may be a delay of an hour or more before another vehicle is available to accommodate your ride. Remember: Allow extra time for medical appointments or other appointments that may take longer than expected. This will reduce the unnecessary cost of sending an additional vehicle.

## How do I check on my ride/trip?

Unexpected delays can happen because of road construction, traffic conditions, or bad weather, or on occasion mechanical problems with the vehicle.

- If a vehicle has not arrived within your Ready Time/Window (within 15 minutes of scheduled time), call the dispatch office and we will update you on your ride.
- Please stay within sight of the pick-up location if at all possible, in case the vehicle arrives while you are calling.

## Does S.A.T.S. run on holidays?

The Eppson Center for Seniors observes up to 8 holidays in a calendar year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days) and Christmas (2 Days). Holidays that fall on weekend days are not observed. Periodically if a holiday falls on a Monday, Wednesday or Friday we will provide service to medically necessary appointments ONLY. You can also check by calling our dispatch office or visiting our website ([www.eppsoncetner.org](http://www.eppsoncetner.org)).

- All rides are pre-canceled on a Holiday, so if you want a ride on a holiday, you must call to confirm whether we are operating service, and whether you are traveling to an approved destination to receive a ride on that holiday.

## What if I go to the same place every day/week?

If you need a ride to the same place, at the same time, at least once a week, "Subscription Service" may be a good option for you.

- Subscription Service allows you to schedule these rides with one call, once a month.
- For one month (4 weeks), you will then be automatically placed on the schedule each week.
- If you are receiving "Subscription Service," it is important **to let us know immediately if you don't need a ride on a particular day**. This way, we can make the change on our schedules and open the slot for other riders. For example, if you have "Subscription Service" for a ride to work or school each weekday, keep us updated on holiday and vacation times when school is not in session or your work is closed. This will help us avoid unnecessary rides or missed connections. You can put your subscription ride on "hold." When you are ready to have your subscription service taken off "hold," call our dispatch office in advance to reinstate the service.
- Please note: Each subscription service ride will still be subject to priority scheduling, availability and any fees associated. Non-medically necessary trips may be re-scheduled if a higher priority trip needs to be scheduled.

## How do I pay for my rides?

Program donations or required fares may be paid when boarding the vehicle. All riders must show their approved eligibility card upon entry into the bus/van. Riders who do not have the appropriate fare (if required) may be subject to not being transported. Donations or fares can be paid in any of the following ways:

- Cash (exact fare only as drivers carry no change)
- Check
- You can pay round-trip fare
- Special Services 10-Trip Punch pass
- A Single Ride Ticket from Interfaith Good Samaritan

## Can I tip my driver?

Drivers are not permitted to accept tips. However, the Eppson Center for Seniors is happy to accept donations for the Senior Assisted Transportation Service. If you would like to commend a driver for service provided, please call the Eppson Transportation dispatch office (307-745-1511).

## What do I do when the vehicle arrives?

- You are expected to be “ready to ride” when the vehicle arrives. Please be ready to go when the vehicle arrives so that the driver can stay on schedule for all riders.
- Wait in an area where you can see or hear the vehicle arrive, or where the driver will be able to see you.
- The driver will stop the vehicle at the curb in front of the pick-up address you provided unless something is preventing them from doing so, then they will park as close as possible to the location.
- The driver will honk the horn at residences to let you know the vehicle has arrived (unless special accommodations have been authorized through Eppson Transportation Dispatch). Drivers will then approach the door of the location and offer assistance to the vehicle if needed.
- **Please note that the vehicle may arrive anytime within the 30 minute ready time window (15 minutes before scheduled time until 15 minutes after).** Drivers can only wait for you for 5 minutes after they have arrived. If you are not ready, the driver may have to leave to avoid inconveniencing other riders.

**Rider Tips:** Make sure that your address is clearly visible from the street. If you are being picked up at a large building, make sure when you schedule your ride to tell the dispatcher which entrance you will be at. Carry needed medication with you in case we are delayed and your ride takes longer than expected. If you use oxygen, bring an adequate (extra) supply. If you are diabetic or hypoglycemic, please bring a small snack with you in case the ride is longer than planned.

## Do you allow all types of wheelchairs and mobility devices?

Vehicles are designed to accommodate most wheelchairs and mobility aids. Eppson SATS will carry any wheelchair and occupant, regardless of size or weight, if the lift/ramp and vehicle can physically accommodate them, so long as it is safe to do so. Riders using wheelchairs or mobility devices should be in the upright position when boarding and during travel on the bus/van. Riders using a Transport Chair may only do so to board the bus/van, then must transfer to a seat. If you are unable to independently transfer to a seat, you must bring someone with you to assist you transferring from the transport chair to the bus/van seat as the driver is unable to assist.

## **Does my body and/or wheelchair need to be secured?**

Yes, fastened safety belts are required by Wyoming law. All riders must wear a safety belt and the Eppson Center drivers may assist you in securing your lap and shoulder belt to ensure safety. Furthermore, it is the driver's responsibility to ensure that mobility devices are properly secured. Wheelchairs and scooters are required to be secured into the four-point securement system at all times during the ride.

## **Do you transport respirators and portable oxygen equipment?**

Yes. Portable oxygen equipment and portable respirators are permitted on all Eppson SATS vehicles. The driver will assist you in securing this equipment on the vehicle. Drivers are not permitted, however, to assist you in using this equipment. If you need assistance with portable life support equipment, please arrange to bring someone with this ability with you.

## **Can I bring packages and personal items?**

You may bring grocery bags, luggage, or other packages or (legal) personal items with you on the vehicle if you can physically carry them. Drivers are available to assist you with loading and unloading of packages and personal items ONLY to the extent of what one can reasonably carry in one load. Please do not plan to bring more than you, the driver, or the assistant who is traveling with you can manage without delaying the vehicle. Delaying the vehicle occurs when you bring more items than you can carry on the vehicle at one time. Also, keep in mind that this is a shared-ride service and space is limited. Grocery store carts are not permitted on vehicles, but you may bring packages on-board in personal two-wheeled, collapsible cart. If you are bringing a collapsible cart with you, let our dispatch know when you request your transportation to assure the vehicle will be able to accommodate it.

## **Will the bus/van pick me up during inclement weather?**

The Eppson Center reserves the right to suspend, modify or cancel service during times of bad weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On bad weather days, you may call the Eppson Center (307-745-5116) or check our website at [www.eppsoncenter.org](http://www.eppsoncenter.org) to determine whether we will be able to safely pick you up. The dispatch office (307-745-1511) will also be able to tell you if service will be canceled.

During storms including snow, ice or high wind warnings, travel may be suspended. If you are planning to travel at times when bad weather is predicted, take into consideration the problems we may have in getting to or from locations along your route. Our vans are lowered to allow for wheelchair access so the vans are unable to travel through deep snow/mud. Also, if you are traveling during inclement weather, be sure to be prepared for longer ride times. For example, bring any medication you may need; if you use oxygen, bring an adequate (extra) supply; if you are diabetic or hypoglycemic, and bring a small snack with you in case the ride is longer than expected due to the weather.



## Will SATS come back to pick me up if I no-show my appointed ride-window?

If we take you somewhere, we will make every possible effort to come get you within our regular operating hours. If you no show the first leg of your ride, no bus/van will be sent to pick you up for that ride. If you no show another ride and Eppson SATS took you to the location, Eppson SATS will schedule a return ride upon request, and as schedule permits. Please note: If we do not hear from you by 3:30 p.m. you will have to find other transportation.

EXCEPTION: If you “no-showed” the bus/van and we didn’t take you, you will have to find other transportation.

## What happens if the bus/van is late?

Contact our dispatch office immediately if your ride is more than 15 minutes late (16 minutes past the end of the ready time window). Occasionally there may be an unforeseen event such as a scheduling problem, driver error, road construction, etc. which prevents us from getting to you on time. Dispatch may contact you beforehand if they’re aware the bus/van will be late, otherwise, please call us and we’ll give you an approximate arrival time and/or send another bus/van.

## Are there other rider rules I need to know?

Eppson SATS has a list of common-sense rules to ensure the safety of all riders and drivers. All riders and their personal care attendants traveling with riders must observe the following Passenger Bus/van Guidelines & Safety Regulations or risk penalties up to and including service suspension. For a complete list of Rules of Conduct refer to our website ([www.eppsoncenter.org](http://www.eppsoncenter.org)) or contact our dispatch office (307-745-1511).

- Passengers are required to obey ALL reasonable requests from the driver. The driver is empowered to require a passenger to exit the bus/van for non-compliance of guideline/regulations or contact Eppson Center Administration and/or local law enforcement for assistance.
- Correct fare required upon boarding, as Eppson SATS drivers do not have the ability to give change.
- Remain seated or wait until bus/van has come to a complete stop before exiting or boarding.
- Conversations with the driver, which distract from safely operating the bus/van, are prohibited.
- Baggage beyond what one can reasonably carry is not permitted.
- Objects within the bus/van are required to be under control.
- Objects shall not be thrown out bus/van windows.
- Passengers must keep head, hands, and other body parts in the bus/van.
- Dangerous, disorderly, lewd or offensive conduct not permitted.
- Inappropriate conduct with or towards other passengers is prohibited.
- Passengers who fight, use profane language, violate Eppson SATS rules, or threaten other passengers are subject to be removed or arrested by the police.

- No food and drinks allowed, except those in closed containers.
- Drinking of alcohol or use of illegal drugs is prohibited. Passengers causing a disturbance or hazard due to these substances may be asked or required to exit the vehicle.
- Inappropriate conduct due to alcohol or illegal drugs is prohibited.
- Smoking or use of e-cigarettes is prohibited on buses/vans and at all bus stops.
- Earphones are required for audio and video devices. Loud noises are prohibited.
- Individuals with a communicable illness are encouraged to not board any Eppson SATS vehicle.
- Littering, vandalism, or willful destruction of Eppson SATS property is prohibited.
- Shirts, footwear, and other appropriate clothing are required. Obscene attire is prohibited.
- Passengers are required to maintain a level of reasonable non-offensive personal hygiene.
- Only service animals trained to assist a person with a disability allowed.
- Federal regulations prohibit flammable or explosive materials on transit vehicles, such as automobile batteries. (Oxygen tanks & batteries on electric wheelchairs are exempt)

Riders, personal care attendants or companions traveling with riders, who engage in an activity that disrupts the safe or effective operation of the service or who engage in illegal activities including physical abuse or cause physical injury to another rider or driver, may be subject to immediate and permanent suspension of door-to-door service. They may also be subject to possible criminal prosecution, which may include fines. Eppson SATS reserves the right to require that a personal care attendant travel with the rider as a condition to ride instead of service suspension. Any rider or personal care attendant traveling with a rider who is suspended from service will be notified in writing and will be given an opportunity to appeal the suspension.

**By submitting an application for eligibility determination and accepting rides on our Eppson Center Senior Assisted Transportation Service vehicles you agree to abide by the terms of this Rider Agreement.**

## **EPPSON SENIOR ASSISTED TRANSPORTATION SERVICES (SATS)**

The Eppson Center for Seniors understands that it is important for seniors to remain mobile to keep their social independence with friends and family; to reduce feelings of isolation and loneliness and provide many other life-prolonging benefits.

We are determined to eliminate the barriers that keep seniors and disabled people from accessing reliable, affordable transportation in order for them to receive crucial services and having some measure of independence and dignity. Our service is offered Monday through Friday from 8:30 a.m. to 3:30 p.m. to eligible riders within a 5 mile radius of city center (4<sup>th</sup> & Clark).

### **ENCLOSED IS OUR RIDER AGREEMENT AND FREQUENTLY ASKED QUESTIONS**

If you have difficulty reading or understanding this document please contact us for assistance.

### **CONTACT US**

#### **Eppson Senior Assisted Transportation Service**

1560 North 3rd Street

Laramie, WY 82072

307-745-1511

[transportation@eppsoncenter.org](mailto:transportation@eppsoncenter.org)

[www.eppsoncenter.org](http://www.eppsoncenter.org)

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Laramie, WY 82072