

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.

2. DEFINITIONS

The following words or phrases will be understood 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

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 but are anticipated to be valid for one year. Contracts with Providers must be approved by the Transportation Committee in order to be valid.

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 so on.

4. FARES

- a. WCCE fares shall be as follows beginning at 12:01 AM on January 1, 2009

\$4.00/one way daily express service, \$3.50 with prepaid ticket strips (\$35.00 for a ticket strip).

\$2.00/one way cash fare on mid-day runs for seniors 65+, Medicare card holders and disabled persons.

- b. SRT fares shall be as follows beginning at 12:01 AM on January 1, 2009

* Fares shown below are per one-way trip.

	<u>Elderly/Disabled</u>	<u>Adult</u>	<u>Student</u>
5.0 miles or less	\$2.25	\$4.00	\$3.00
5.1 to 10.0 miles	\$3.25	\$5.50	\$4.50
10.1 to 15.0 miles	\$4.00	\$6.75	\$5.75
15.1 to 20.0 miles	\$4.75	\$7.75	\$6.75
Over 20.0 miles	\$5.50	\$8.75	\$7.75

*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.

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.

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.

WCCE services shall be provided on weekdays except for the holidays listed below and in accordance with the schedule labeled "Exhibit 5b."

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 county wide and to selected locations in Waukesha County, except no service shall be provided for trips if both ends of the trip are within the City of West Bend or within the City of Hartford. 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 on "EXHIBIT 5b".

7. USE OF TOBACCOE, 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 or who has violated this prohibition at any time in the previous thirty calendar days.

8. RESPONSIBILITES OF THE WCCE PROVIDER

- a. The drivers should always be accessible on the motor coach by cell phone or two way radio.
- b. The driver's checklist should include making sure the cell phone or two way radio is operational before beginning the route.
- c. The drivers should inform WCCE Provider office personnel as soon as they deviate more than 5 minutes from the scheduled bus-stop times, so that office personnel can appropriately answer phone call inquiries from commuters about delays.
- d. The drivers should inform office personnel of missing/damaged bus-stop signs.
- e. The drivers should immediately inform office personnel of any commuter behavior incidents, personal-injury incidents, motor-vehicle damage or accidents.
- f. Written incident reports should be completed by the driver and submitted to the WCCE Provider office the same day as the incident occurred.

- g. The drivers should relay to office personnel both positive and negative feedback from passengers, including the passenger name and contact phone number, if possible.
- h. The drivers should 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 should 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 should be able to answer commuter questions regarding schedules and stop locations.
- l. Training should 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 the schedule indicates and knowing each bus-stop location without referencing paperwork.
- m. The drivers should never depart from a park & ride or bus stop location before the scheduled time.
- n. The drivers should 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 should never discuss internal rumors or service situations with passengers; for example, route/service changes.
- 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 should call out the bus stop locations.
- s. The appropriate route signage will be displayed on the WCCE buses.
- t. The WCCE 888 phone line should 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. Personnel who answers phone should have enough 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 who answer phone should 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.

9. 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. 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 three (3) minutes.

- d. SRT drivers will go no further than the lobby of a building for pick-up or drop-off.
- e. The SRT drivers should immediately inform office personnel of any passenger behavior incidents, personal-injury incidents, motor-vehicle damage or accidents.
- f. Written incident reports should be completed by the driver and submitted to SRT provider the same day as the incident occurred.
- g. The drivers should relay to office personnel both positive and negative feedback from passengers, including the passenger name and contact phone number, if possible.
- h. Transportation to and from St. Joseph's Hospital, in the Town of Polk, is available no charge. The County invoices St. Joseph's Hospital directly for these rides according to the agreement between both parties.
- i. 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.

- j. In the event of inclement weather, SRT provider will make announcements regarding delays or cancellation of taxi service on radio station WBKV in West Bend, WI, WTKM in Hartford, WI and WTMJ in Milwaukee, WI.
- k. The drivers should not provide pickups in areas not accessible where driveways or roads have not been cleared of snow or are considered hazardous.
- l. 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 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

10. RESPONSIBILITIES OF INDIVIDUALS USING WCCE SERVICES

- All WCCE passengers are to act and behave appropriately while utilizing bus services. WCCE has zero tolerance for inappropriate behavior.
- 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 permanent suspension from use of the WCCE.
- Appeals regarding suspensions or refusal of service can be made to the Committee in writing.

11. RESPONSIBILITIES OF INDIVIDUALS USING SRT SERVICES

- 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.*)
 - 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).
- 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.
- Specialized service will be available for individuals with disabilities who require special door-through-door assistance from the taxicab operator within all of Washington County and the northern portion of Menomonee Falls.
- Notice must be given when making a reservation if the passenger is in a wheelchair or requires special door-through door assistance. A one-day (24 hours) advance reservation is required for specialized service.
- Additional time will be needed to load and unload passengers in a wheelchair.
- 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 out of scope of driver's training.
- SRT service provides pick-up and drop-off transportation.
- 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.

- i. A "No Show" is defined as a client not being ready to depart, not being there when the driver arrives or not having the fare for the ride.
- j. A "no show" is determined if the passenger is not present when the taxi arrives for him/her at the time dispatch notified the passenger the taxi would arrive, within a window of 30 minutes each side of the scheduled time.
- k. When the taxi arrives for the passenger, the driver will notify dispatch that the passenger is not present.
- l. At that time, the dispatcher will attempt to contact the passenger.
- m. If the passenger cannot be contacted within three (3) minutes, that driver will be advised by dispatch of the "no show" and proceed.
- n. At no time will the SRT provider "no show" a dialysis passenger unless advised by the passenger and/or the clinic.
- o. Three (3) no-shows by any individual within a 60-day period can result in a 30 day suspension of service to that individual.
- p. Once service to an individual is reinstated, if any occurrence of a no show happens within a 60-day period, the suspension of service to that individual will be 45 days.
- q. Once service to an individual is reinstated again, if any occurrence of a no show happens within another 60-day period, the suspension of service to that individual will be 60 days.
- r. Further habitual violations will result in disciplinary action up to and including ineligibility to use the SRT.
- s. All SRT passengers are to act and behave appropriately while utilizing taxi services. SRT Services has zero tolerance for inappropriate behavior.
- t. 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 permanent suspension from use of the SRT.
- u. Suspensions for eligibility to use the SRT are given by the Transit Manager. Appeals regarding suspensions of service can be made to the Committee in writing.