

TRANSPORTATION ADVISORY COMMITTEE

Tuesday, November 13, 2018

Amy Ewerdt called the meeting to order at 08:30 a.m.

Members Present

Brenda Eckendorf, Melissa Evans, Mike Falkinham, Sara Gaska, Brian Jacobson, Lori Lange, Barb Wendt, and Jim Wiersma

Also Present

Sheila Drays, Amy Ewerdt, & Mitch Matuszeski

Public Comment

None

Approve the Minutes of the September Meeting

Sara Gaska motioned and Jim Wiersma seconded to approve the minutes from the September 25, 2018, Transportation Advisory Committee meeting. The motion carried.

Consider, discuss, and take action on Committee Members for an additional three (3) year term

Brian Jacobson, Green Valley Enterprises Inc., term is up December 2018. Brian said he would be willing to stay on for another term.

Sara Gaska motioned to approve and Lori Lange seconded to keep Brian Jacobson for an additional three (3) year term. The motion carried.

Review of the Specialized Transportation Assistance Program for Counties – 85.21 Grant Program

Amy Ewerdt discussed the 85.21 grant for 2019. Request for funding of \$209,517.00 to cover expenses of our volunteer drivers. Discussion followed.

Consider, discuss, and take action on Current Donation Rates (last addressed in 2016)

The *Current Donation Rates* were discussion. No action taken as committee members requested more information in order to make an informed decision. More information will be gathered and presented at the March 26, 2019 Transportation Advisory Committee meeting.

Consider, discuss, and take action on New Transportation Directory (need completed by end of 2019 per our Coordinated Transportation Plan)

New Transportation Directory was discussion. No action taken. The committee requested more examples be presented at the next meeting.

Program Updates:

- a. Accident with 952 (mini-Bus) on September 6, 2018-Mini-Bus is considered totaled by the insurance company. Dodge County has two new quotes to replace the totaled mini-bus.
- b. Staff changes-Jerry Groehler new van driver
- c. Volunteer Drivers. Discussion about compiling a list of driver's length of service, and how many miles they have driven.
- d. New position-Paid Driver for Transportation and Meals in Watertown-posted now. In this position driver will use his/her personal vehicle.

Review current Transportation Reports (Quarter 3-2018)

Amy reviewed the report for Quarter 3 2018-discussion followed.

County Wide Transportation Happenings

No new updates at this time.

Next Meeting

March 26, 2019

Adjournment

Brian Jacobson motioned and Melissa Evans seconded to adjourn the Transportation Advisory Committee meeting was adjourned at 9:11 a.m. The motion carried.

Respectfully Submitted:

Amy Ewerdt

Disclaimer: The above minutes may be approved, amended or corrected at the next committee meeting.



ADRC OF DODGE COUNTY - TRANSPORTATION DISRUPTIVE/ABUSIVE PASSENGER POLICY



Definition:

Abusive behavior includes, but is not limited to:

- Physical altercations with agency employees or other passengers
- Threatening or intimidating language
- Excessive profanity
- Shouting at agency employees or other passengers

Any behavior deemed abusive or disruptive will be reported to either the Transportation Supervisor or the Transportation Coordinator by the Driver. An Incident Report form will be filled out.

Any passenger engaging in abusive or disruptive behavior will be given one (1) written letter requesting that the abusive or disruptive behavior cease while being transported in agency or volunteer vehicles.

Further instances of abusive or disruptive behavior will result in a written warning that any future instances of such behavior will result in suspension and possible expulsion from riding aboard agency or volunteer vehicles.

Any passenger exhibiting continuing abusive or disruptive behavior after receiving written warnings shall have his/her riding privileges suspended as follows:

- 1st Offense: Riding privileges suspended for two (2) weeks
- 2nd Offense: Riding privileges suspended for one (1) month
- 3rd Offense: Riding privileges suspended for ninety (90) days
- 4th Offense: Riding privileges permanently revoked

Passengers claiming a medical condition for such abusive or disruptive behavior will need to contact the Transportation Supervisor and/or Transportation Coordinator to provide documentation of such a condition and to arrange for transportation.

All Drivers are responsible for reporting abusive or disruptive behavior. The Transportation Coordinator and/or Transportation Supervisor will be responsible for determining the consequences and enforcement of such behavior.



ADRC OF DODGE COUNTY - TRANSPORTATION TRANSIT SERVICES AND SAFETY TRAINING POLICIES



Section 1. Lift and Securement Use

Policy: Wheelchair securement systems.

1. It is our policy to provide transit to persons with disabilities using wheelchairs in our accessible vehicles.
2. Our accessible vehicles have a wheelchair securement system that allows the securing of wheelchairs during transit.
3. We require wheelchairs to be secure during transit. We do require that all passengers use seat belts when traveling with us, providing occasional exceptions (i.e. medical related reasons). When appropriate, we may recommend that a person with a scooter or wheelchair move to a vehicle seat to ensure their safety. The final decision, however, remains with the passenger.
4. Our staff will assist persons with the use of ramps, lifts, and the securement systems.
5. We shall permit persons with disabilities who do not use wheelchairs to use ramps or lifts to enter the vehicle if they are unable to manage the stairs. If all other options have been exhausted, for passengers using a wheelchair on the lift, rare exceptions may be approved by the Supervisor or Transportation Coordinator. At no time should drivers stand on the lift when in use.
6. Q-Straint's will be secured or put away any time the vehicle is being operated.

Procedures: We have developed written procedures to maintain quality service to customers using the wheelchair securement features.

1. New vehicle drivers must be trained on the proper use of the lift, securement, and three-point seat belt harness before being allowed to transport passengers in a wheelchair.
2. All new drivers will review the video "Commercial Lift Operation" provided by the Braun Corporation to learn how to properly operate the lift.
3. A trained staff member/driver will demonstrate to all new vehicle drivers how to properly operate the lift, how to operate the manual back-up pump, secure wheelchairs, and use the three point seat belt.
4. A trained driver will ride with a new vehicle driver for two-three routes to insure he/she knows how to properly assist the person using the wheelchair and can properly use the wheelchair lift and securement system.
5. Vehicle drivers will assist all individuals with the use of the wheelchair lifts and securement systems.
6. Standees may use the lift, however, must be seated in a wheelchair when on the lift, unless a rare exception has been approved by the Supervisor or Transportation Coordinator. Dodge County Transportation Program will provide the wheelchair to load and unload.

7. All wheelchairs must be properly secured in designated wheelchair locations during transit and the three-point seat belt must also be worn unless an exception is granted (i.e. medical related reasons).
8. Dodge County permits passengers to be loaded onto the lift using outboard facing of wheelchair users. The agency prefers this loading method however may make exceptions with Supervisory approval if inboard facing is required. Wheelchair brakes must be locked before activating the lift. When using the hydraulic lift, always use caution when operating the lift. Be aware of pinch points and make sure the area around and under the ramp is clear.
9. Passengers must be positioned fully inside yellow boundaries, outboard roll stop must be up and roll stop latch must be engaged.
10. Dodge County drivers will assist passengers in loading and unloading. The vehicle driver will remove passengers from the lift and position the wheelchair into the securement area or assist the passengers to a seat.

Section 2. Use of Accessibility Features

Policy: We will train all staff that operate our transit vehicles on the proper and safe use of accessibility features and extending courteous and appropriate service.

1. Our drivers have been trained to operate accessibility equipment safely. We have documented records of the training and qualifications of each employee.
2. Our staff receive refresher training at a minimum of once every three years and have training updated when new information becomes available.
3. Our staff receive training in treating people with dignity, courtesy, and with special sensitivity to their diverse needs.

Procedures: We have developed written procedures assuring that our staff are appropriately trained and that they aid our customers with disabilities safely and courteously.

How we train:

1. All new drivers will review our Riders Rights and Responsibilities and Van Driver Manual.
2. All new drivers will review our Disruptive/Abusive Passenger Policy.
3. All new drivers will review the video "Commercial Lift Operation" provided by Braun Corporation to learn how to properly operate the lift.
4. All new drivers will review the RTAP workbook and video on "Customer Driven Service".
5. A trained driver will demonstrate to all new drivers how to properly operate the lift, how to operate the manual back-up pump, secure wheelchairs, and use the three-point seat belt.
6. A trained driver will ride with a new driver for two-three routes to insure he/she knows how to properly assist the passenger and that they can properly use the wheelchair lift and securement system. The first day the trained driver will drive and the trainee will observe. They are to assist the

driver with escorting passengers, assisting with wheelchair lift and securement. On the second and third day, the new driver will drive the route with the trained driver observing.

7. Refresher training will be available at a minimum of once every three years for all drivers and as new information becomes available.
8. All drivers will be utilizing RTAP's 2 The Point Training resource to serve as refresher trainings covering ADA and Sensitivity, Blood borne Pathogens, Customer Service, Defensive Driving, Distracted Driving, Drugs and Alcohol, Emergency Management, Passenger Safety, and Transporting Non-Ambulatory Passengers. The agency utilizes RTAP's 2 The Point Training spreadsheet to keep a record of which cards drivers have completed.

Section 3. Service Animals

Policy: Animals providing service to disabled person's are permitted.

We permit service animals on our vehicles and in our facility.

Procedures: Staff will be trained according to the needs and requests of the passenger using animal services. This will be offered on an individual basis, as the need arises.

Section 4. Public Information Communication

Policy: Transit service information is available to the public. Additionally, Dodge County staff participate in ongoing outreach efforts to market the program to ensure that residents are aware of this resource.

Section 5. Service to Persons with Respirators or Portable Oxygen

Policy: We permit respirators and other equipment to be brought on our vehicles by customers who use them. We will conform to applicable U.S Department of Transportation rules on the transportation of hazardous materials.

Procedure: The US DOT has determined that oxygen tanks for personal use with a capacity of less than 57kg are not considered hazardous materials. Consequently, no procedures on handling personal breathing equipment are required. Staff will be trained according to the needs and request of the passenger who use respirators or portable oxygen.

QTR 1-2019 Transportation Recap-Vans (5310 Grant Funded)

One-Way Trips by Passenger Type	Clearview	950	956	958	959	951	953	954
Senior, Ambulatory	23	97	6	3	2	21	23	
Senior, Non-Amb	37	146	31	14	48	97	89	2
Disabled, Non-Senior, Amb	49	2	2	1	1	13	5	1
Disabled, Non-Senior, Non-Amb	69	11	12	2	1	1	21	
Other	0	0	0	0	0	0	0	0
Total	178	256	51	20	52	132	138	3

One-Way Trips by Purpose

Medical		251	48	20	51	126	131	2
Employment					1	1		1
Nutrition								0
Education/Training								0
Social/Rec	178	3	1			3	3	0
Personal		2	2			2	4	0
Other		0	0	0	0	0	0	0
Total	178	256	51	20	52	132	138	3

Total Expenses	\$ 943.00	\$ 6,742.00	\$ 2,472.00	\$ 1,110.00	\$ 3,250.00	\$ 5,163.00	\$ 6,032.00	\$ 329.00
Total Trip Miles	865	6185	2268	1018	2982	4737	5534	302
Total Hours of Service	86	339	99	43	121	236	278	10

2019 Transportation Recap-Volunteer Drivers (85.21 Grant Funded)

One-Way Trips by Passenger Type	QTR 1	QTR 2	QTR 3	QTR 4
Senior, Ambulatory	924			
Senior, Non-Amb	25			
Disabled, Non-Senior, Amb	299			
Disabled, Non-Senior, Non-Amb	11			
Other	137			
Total	1396	0	0	0

One-Way Trips by Purpose

Medical	1112			
Employment	31			
Nutrition	56			
Education/Training	15			
Social/Rec	72			
Personal	108			
Other	1			
Total	1395	0	0	0

YTD

Total Expenses	\$ 61,894.00			
Total Trip Miles	56784			
Total Hours of Service	2590			
Total Donations	\$ 8,728.81			
Care WI Reimbursement	\$ 1,395.00			