



General (applies to all rides)

Transportation services are an amenity of membership provided by the Department of Senior Services and the City of Maumelle. The Department of Senior Services complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, the Department of Senior Services does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, Limited English Proficiency (LEP), or low income status in the admission, access to and treatment in our programs and activities, as well as the Department's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the nondiscrimination policies may be directed to:

City of Maumelle, Title VI Coordinator
550 Edgewood Drive, Suite 595
Maumelle, AR 72113
(501) 851-2500

Paratransit is transportation services for people with disabilities. Most paratransit vehicles are equipped with wheelchair lifts or ramps to facilitate access. All paratransit services are provided with the same qualifications and guidelines.

Qualifications

- Must be a Center member and register annually.
- Non-resident members must be picked up within Maumelle, and returned within Maumelle.
- Transportation services are curbside-to-curbside. If the member requires assistance getting to the transport vehicle, or in and out of the transport vehicle, the member must provide that assistance. If the member requires a caregiver, the caregiver may accompany the member on the trip if staff is advised when making requests so seating can be arranged.

2 Club Manor Cove
Maumelle, Arkansas 72113
Phone: 501-851-4344



TRANSPORTATION POLICY

Reservations

- Call the Center at (501) 851-4344.
- Leaving a message does not constitute a transportation request, as the message may not be retrieved prior to the requested service or include all necessary information.
- Inform staff if you are using a walker, wheelchair or motorized chair so the correct vehicle can be reserved.

Administration

- Members should be ready for pick up at the agreed time. The driver is instructed to wait no more than five (5) minutes past the scheduled time, as other rides may be impacted. Not being available for pick up constitutes a no show; two (2) no shows within any three (3) months may result in a six (6) month suspension from the program.
- Members may not leave any items in the vehicle upon exit.
- Drivers are not allowed to park vehicles in restricted areas, in any way block Emergency Access areas, or enter any drive through lanes.
- Vehicles are reserved on a first come, first served basis, and multiple members may be assigned to the same vehicle.
- Recurring reservations may be scheduled up to one (1) month in advance.
- Reservations will not be scheduled on city observed holidays or weekends.
- The Center may cancel reservations due to inclement weather. The transportation program follows the Pulaski County Special School District Inclement Weather Policy. If PCSSD is delayed or closed due to inclement weather, transportation services will be suspended.
- If a member is suspended from the transportation program for any reason, they have 30 days to appeal that decision with a letter in writing to the Director of the Department of Senior Services detailing their request for reinstatement.
- Rules may change at any time without advance notice.
- The Director of the Department of Senior Services reserves the right to refuse service for any reason.

TRANSPORTATION PROCEDURES

CENTER SHUTTLE MONDAY, WEDNESDAY, & FRIDAY	AROUND TOWN SHUTTLE TUESDAY & THURSDAY	NON-EMERGENCY MEDICAL TRANSIT WEEKDAYS
<p>Curbside shuttle service is from residences within Maumelle to the Center and return home.</p> <p>RESERVATIONS</p> <ul style="list-style-type: none"> • Reservations may be made up to one (1) month prior, but at least 30 minutes prior to the scheduled pick up time. • Best efforts are made to meet the scheduled times, as this is a shared service with multiple passengers and multiple locations. <p>ADMINISTRATION</p> <ul style="list-style-type: none"> • Pickups to the Center <p style="text-align: center;"> 9:00 a.m. 11:00 a.m. 12:30 p.m. </p> <ul style="list-style-type: none"> • Returns from the Center <p style="text-align: center;"> 11:00 a.m. 12:15 p.m. 3:00 p.m. </p> <p>(Wednesday's 12:15 p.m. departure leaves 5 minutes after the last bingo game is completed).</p> <p style="text-align: center; margin-top: 20px;"> 2 Club Manor Cove Maumelle, Arkansas 72113 Phone: 501-851-4344 </p> <div style="text-align: center; margin-top: 10px;"> </div>	<p>The Around Town Shuttle is available to transport members to any destination within the city limits of Maumelle – Center, grocery store, pharmacy, bank, dentist, hair salon, etc.</p> <p>RESERVATIONS</p> <ul style="list-style-type: none"> • Reservations may be made up to one (1) month prior, but at least by 8:30 a.m. the day of the service. • Please provide all destination(s) at the time of the request – please limit destinations to five (5) per day. • Best efforts are made to meet the scheduled times, as this is a shared service with multiple passengers and multiple locations. <p>ADMINISTRATION</p> <ul style="list-style-type: none"> • Transportation service is from <p style="text-align: center;"> 9:00 a.m. until 12:30 p.m. </p> <ul style="list-style-type: none"> • Member should only purchase what they are able to carry, as carts may not be available. • Driver/Van Buddy: <ul style="list-style-type: none"> ○ Only permitted to assist with transferring items to and from the shuttle. ○ May retrieve a cart (if available) to carry items. ○ Not permitted to handle financial transactions. ○ Not permitted to enter any drive through lanes. • Transferring items to and into a residence is the member's responsibility. 	<p>Non-Emergency Medical Transit is available to transport members to their appointments.</p> <p>RESERVATIONS</p> <ul style="list-style-type: none"> • Reservations must be made only with the Coordinator of Volunteers (or designee, if out of office) in person, by email, or by telephone. • All reservations are for non-emergency medical appointments within central Arkansas (approximately 30 minutes or miles, one way). • Reservations may be made up to three (3) month prior, but at least seven (7) days prior to the appointment. • Appointments can be scheduled <ul style="list-style-type: none"> 9:00 a.m. to 2:00 p.m. • Appointments to UAMS and the Veterans Healthcare System can only be scheduled <ul style="list-style-type: none"> 9:00 a.m. to 12:00 p.m. <p>ADMINISTRATION</p> <ul style="list-style-type: none"> • Transportation is from a residence within Maumelle or the Center to the appointment and return. A stop is allowed on the return for a new prescription pickup, if the vehicle is not scheduled for another appointment. • If the member or their doctor has to cancel an appointment, please call the Center as soon as possible so another reservation may be accommodated. • Two (2) cancellations (less than 24 hours prior to the appointment) within any three (3) month period may result in suspension from the program for six (6) months. • The Center is unable to accommodate surgeries or any appointments in which the member is sedated or requires a responsible party, unless a caregiver is provided by the member and accompanies the member to and from the appointment. • While every effort is made to accept requests for transportation, the schedule fills quickly so please reserve your ride as soon as you confirm your appointment. • Appointments may be verified with your doctor. • At least by the day prior to the appointment, the driver will call the member to agree on a pick up time.