



General (applies to all)

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

QUALIFICATIONS

- Must be a Center member.
- Non-resident members must be picked up within Maumelle and returned within Maumelle.
- Transportation services are curb-to-curb. If the member requires assistance getting to the transport vehicle, or in and out of the transport vehicle, the member must provide a caregiver. Caregivers are required to be at least 18 years of age or older and registered at the center. If required the caregiver may accompany the member on the trip. Center on the Lake staff must be advised when making the reservation so seating can be arranged.

CODE OF CONDUCT

It is the mission of the Center on the Lake through efforts of staff and volunteers to provide safe and reliable transportation to its members.

- Eating or drinking, except water, in vehicle is prohibited.
- Individual shall not engage in threatening behavior which is disruptive to others.

- Members shall not board with large carts that block aisles or impeded passengers’ safety.
- Personnel hygiene or odors considered offensive by driver or other passengers will not be tolerated.
- Due to Safety concern, passengers will not be transported with bodily fluids, urine, feces, or blood on their self or on clothing.
- Shopping bags must be under the control of the member at all times. No bags may be left on vehicles if members make multiple stops.
- Service animals that assist those with disabilities are allowed onto vehicles. Animals must be under the control of the member at all times. Inappropriate behavior that disrupts the normal course of business or threatens the health or safety of others is automatic grounds for excluding animal from vehicles.
- Members shall be properly clothed.
- Smoking or use of any tobacco product is not allowed.

- Use or transportation of marijuana products prohibited.

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. Drivers are 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 three (3) month suspension from the program.
- 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.

- Unless you have made a reservation please do not attempt to board the shuttle. Drivers have a printed schedule and are instructed to not allow members to board that are not on their schedule.
- Please do not add stops that are not scheduled; this can affect other members and causing delay.
- Recurring reservations may be scheduled up to one (1) month in advance, except for Maumelle Shuttle Express.
- 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. When PCSSD classes are delayed or cancelled due to weather, all Center on the Lake transportation services will be suspended.
- It is the responsibility of the member to notify the Center on the Lake Transportation Coordinator of any changes in Mobility. This will ensure safe transportation.
- Pre-Screening may be completed to ensure proper placement into the Transportation program.

- 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 without advance notice.
- Director of Center on the Lake reserves the right to refuse services at any time.

Shuttle Service

Center Shuttle Monday- Friday

Curbside shuttle service is from residences within Maumelle to the Center and return home.

RESERVATIONS

- Reservations may be made up to one (1) month prior, but at least by 8:00 a.m. the day of the service.
- Best efforts are made to stay on schedule, but this is a shared service with multiple passengers and locations.
- Pickups to the Center
 - 8:30 a.m.**
 - 10:30 a.m.**
 - 12:15 p.m.**
- Returns from the Center
 - 11:00 a.m.**
 - 12:15 p.m.**
 - 3:00 p.m.**

Around Town Shuttle Tuesday & Thursday Monday- Friday 8:30 a.m.- 1:00 p.m.

The Around Town Shuttle is available to transport members to any destination within the city limits of Maumelle; Bank, Center, Grocery Store, Dentist, Pharmacy, Hair Salon, Medical Clinic, etc.

RESERVATIONS

- Reservations may be made up to one (1) month prior, but at least by 8:00 a.m. the day of the service.
- Provide all destination(s) at the time of the request; limit three (3) per day. Last stop home.
- Best efforts are made to stay on schedule, but this is a shared service with multiple passengers and locations.
- Member should only buy what they are able to carry, as carts may not be available.
- Transferring items to and into a residence is the member's responsibility.
- Driver/Van Buddy:
 - 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, enter drive through lanes, or enter a member's residence.

Maumelle Shuttle Express Monday

Curb to curb Shuttle service from residence to Walmart, Maumelle Boulevard.

RESERVATIONS

**Call the Center
8:00am-8:30am on
Monday**

Residence pickup:

- 9:00am-10:00am

Return residence pickup:

- 10:00am-11:30am

**For any questions or concerns,
please contact:**

**Maumelle Center on the Lake
2 Club Manor Cove
Maumelle, Arkansas 72113
501-851-4344**

www.maumellecenteronthelake.org

Non-Emergency Medical Shuttle Service

GENERAL INFORMATION

Non-Emergency Medical Transit is available to transport members to their appointments.

RESERVATIONS

- Reservations must be made only with the Coordinator of Transportation (or designee, if out of office) in person, by email, or by telephone.
- Reservations are for non-emergency medical appointments within central Arkansas (approximately 30 minutes or miles, 1 way).
- Reservations may be made up to three (3) months prior, but at least seven (7) calendar days prior to the appointment.

While every effort will be made to accept requests for transportation, the schedule fills quickly, reserve your ride as soon as you confirm your appointment, up to 3 months in advance. Appointments may be verified with your doctor. At least by the day prior to the appointment, the driver will call the member to verify the pickup time. If your driver has not called you within 24 hours of your scheduled pickup time. Please contact the Center on the Lake.

Please provide a phone number where you can be reached while at your appointment as drivers may need to contact you.

The Center is unable to accommodate surgeries or any appointments, in which the member may be sedated or requires a responsible party, unless a caregiver is provided by the member and accompanies the member to and from the appointment.

Please do not call drivers at home or after your appointment is complete to arrange other transports.

All center related transports must be scheduled by the Transportation department

It is our pleasure to be of service to the citizens of Maumelle

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

Appointments may be scheduled

9am-1:00pm with the following exceptions:

- UAMS 8:30am-12:00pm
- All VA 8:30am-12:00pm
- CARTI 8:30am-12:00pm
- DeVita 8:30am-10:30am
- Fresenius 8:30am-10:30am

Transportation is from a residence within Maumelle or the Center to the appointment and return. One (1) stop 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, 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 three (3) months.

