



### Transportation Program:

The Maumelle Center on the Lake (MCOTL) or The Center Transportation Program is an amenity of membership - offered exclusively to MCOTL Members. Transport is curb-to-curb, start and end within the city limits of Maumelle.

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

### Safe and Reliable Transportation:

It is the Center's mission to provide safe and reliable transportation to its members; therefore, **assessments** of all riders are mandatory. If a member requires assistance getting to, in or out, of a vehicle, the member must have a caregiver, 18 years or older, *registered with the Center*. Members are to notify the center of any changes in mobility. Items that would block entrance or exit front to back of vehicles are not allowed. No food or beverages (other than water) are permitted, also passengers are to avoid having odors or scents that can be offensive to others.

### Shuttle Service

#### **Mondays- Fridays**

Shuttle reservations for rides from residences within Maumelle to Center/ Wal Mart/or around town, may be made Monday through Friday, 8:30 am-3:00 pm. Members should only buy what they are able to carry, as carts may not be available.

Driver/Van Buddy are not permitted to handle financial transactions, enter drive through lanes, or enter a member's residence. You can make Reservations up to one month prior, but at least 2 business days of service request.

Members may request to reserve rides from home through the virtual center, for more information call (501) 851-4344.

Registration & cancelation deadlines still apply.

● Pickup Times at Residence:

**(8:30 a.m.)(10:30 a.m.)(12:15 p.m.)**

● Return Times to Residence:

**(11:00 a.m.)(12:15 p.m.)(3:00 p.m.)**

### Non-Emergency Medical Shuttle Service:

This program transports members to medical appointments within central Arkansas (approximately 30 minutes or miles, 1 way). These reservations may be made up to 1 month prior, **but at least seven (7) calendar days prior to the appointment**. The Center may accommodate surgery appointments when a member requires sedation **only** if member provides a caregiver to accompany them at all times.

**Appointments may be scheduled 9am-1:00pm except:**

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

### Adherence to Scheduled Time of Pick-up

Members are expected to be ready for pick-up at their designated time. Vehicles are reserved on a first come, first served basis, and multiple members may be assigned to

the same vehicle. Therefore, Drivers will wait no longer than five (5) minutes past the scheduled pick-up time, so as not to delay other riders.

## **Cancelation Policy**

When the need to cancel scheduled transportation member should arise, please notify the center as soon as possible but no later than 2 days before scheduled ride by calling (501) 851-4344 ext 114. When calling after hours be sure to leave a message. 2 no shows within a 3 month period may result in three month suspension from the program.

## **Holiday/Inclement Weather Policy**

- 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 State of Arkansas inclement weather policy. If state offices are delayed or closed due to weather, all transportation services will be suspended.

## **Suspension/Appeal Process**

If a member is suspended from the transportation program for any reason, they have 30 days to appeal that decision, in writing, to the Director of the Department of Senior Services, detailing their request for reinstatement. Rules may change without notice. The Director of the Department of Senior Services reserves the right to refuse services at any time.

## **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 the aisle 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.

## **Notice of Non-Discrimination Policy**

The City of Maumelle complies with all civil rights provisions of federal statues and related authorities that prohibit discrimination in programs and activities

receiving federal financial assistance. Therefore, the City of Maumelle does not discriminate on the basis of race, sex, color, age, national origin, religion, religion or disability, Limited English Proficiency (LEP), or low income status in the admission, access to and treatment in the City of Maumelle's programs and activities, as well as the City of Maumelle's hiring or employment practices. Complaints of alleged Maumelle's nondiscrimination policies may be directed to Doreen Mattes, (Title VI Coordinator). Director of Human Resources, (501) 851-2500 ext. 233 (Voice/TTY711), the following email address: [HR@maumelle.org](mailto:HR@maumelle.org) (ADA/504 Coordinator, (501)851-2500. Free language assistance for Limited English Proficient individuals is available upon request. This notice is available from the ADA/504.Title VI Coordinator in large print, on audiotape and in Braille.

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

**Maumelle Center on the Lake  
2 Jackie Johnson Cove  
Maumelle, Arkansas 72113  
501-851-4344  
[www.maumellecenteronthelake.org](http://www.maumellecenteronthelake.org)**

**07/14/2022**