



4036 ADOLFO RD. ~ CAMARILLO, CA 93012
(805) 529-7511 ~ FAX (805) 484-0694
Email: custserv@rdtsi.com

The Transportation Guidelines were established for the benefit of customers and to promote an efficient and consistent service. We appreciate your compliance and encourage you to contact us with any questions or concerns you may have in relation to the transportation service.

Our phone number is 1-800-966-7114.

Our hours of operation are Monday to Friday from 6:00 a.m. to 6:30p.m.

Thank you,

Customer Service Department



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TRANSPORTATION GUIDELINES FOR PARTICIPANTS

- Participants should be ready ten (10) minutes before the scheduled pick up. Participants may wait in front of his/her home or watch for the bus from a point that is visible to the driver. The driver is responsible for receiving and releasing the participant at the door of the vehicle and cannot accompany the participant to and from the door of the home.

If the participant has not met the bus three minutes past the scheduled pick up the bus will depart.

- If the bus runs fifteen (15) minutes late and you did not receive notification of the delay, contact R&D for an estimated time of arrival. Our toll-free telephone number is 1-800-966-7114.

Drivers are required to report any delays of greater than fifteen (15) minutes; R&D's Customer Service Agents will notify all riders of the schedule delay. On occasion, there may be delays that are not reported, In these instances, your calls will alert us of the occurrence.

- Unless a participant lives independently or is authorized for an unsupervised delivery with a signed release is on file, a designated adult must accompany the participant to and from the bus at all times. The parent/care provider is responsible for the participant until s/he is assisted on to the bus and once the participant is off the bus.

If a participant does not require supervision, or you wish to authorize another individual(s) to receive the participant in your absence, you may obtain a release form through the R&D office.

- If a participant will not need bus service, their absence should be reported (preferably 24-hours advance notice prior to the scheduled pick-up time). R&D's toll-free telephone number is **1-800-966-7114**.

If a participant reported s/he will be absent for an extended period of time, but would like to resume service prior to the date indicated at the time the absence was originally called in, the return should be reported before 6:30 p.m., the business day before the desired date of return.

Please be aware that there may be instances in which although you notified our office of the absence, the information does not reach the driver in time. If the driver arrives even after you reported an absence, please do not be distressed. While it is nice to avoid unnecessary trips, the true importance in your contacting our office is that your calls enable us to maintain a daily passenger log. This information is especially important in the event of an emergency in which it is critical that we know who is and who is not on the bus that day.

- R&D Customer Service will contact the home to notify families/caregivers of any changes in pick up and/or drop off times that are greater than 10 minutes, two business days prior to the effective date.
- Requests for changes in service (change of address, program change, etc.) will require five (5) business days for processing. As changes are processed, participants may be added or removed from routes. When this occurs, the times of the other passengers will be impacted. The five (5) days to process will give us time to notify the families/caregivers of those participants so that they may prepare accordingly. To avoid any service disruptions, **please notify your Service Coordinator well in advance if you will be moving,**



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DRIVER RESPONSIBILITIES

- The service provided is curb-to-curb, meaning the bus will meet participants at the curb of the designated address. Drivers are not to leave their vehicles to knock on doors or assist participants in/out of their residences.
- Drivers are asked to report delays of 15 minutes or greater. R&D will notify the residences and programs of the participants affected by such delay.
- At the point that the bus arrives past the scheduled pick up time, and participant is not ready or does not come out from the residence, the bus driver should request a call to the home before proceeding on the route.
- In cases where the driver arrives on time (at the scheduled pick up time), the driver will wait three minutes past the scheduled pick-up time before departing the participant's residence – a call to the home is not necessary. When reporting 'No Show' participants to dispatch, drivers will note the time of arrival and the time of departure from the stop.
- Drivers will report and document incidents (disruptions, seizures, behaviors, etc.) that occur on their vehicle. As State Mandated Reporters, drivers are required to report any incidents of neglect or abuse to Adult Protective Services. R&D and Regional Center will also be informed of these incidents.
- In the event of a vehicle accident the dispatcher will contact R&D with detailed account of the accident, and R&D will notify the residence. Upon return to the yard, the driver will document the accident and a copy will be faxed to R&D for Regional Center records.
- At the end of the day and upon delivery of the last participant, drivers will notify dispatch they are clear. Dispatch will then notify R&D that the last person has arrived to their destination.
- The driver is required to apply safe driving habits at all times.
- The driver will step out of the bus to assist passengers as they embark and disembark the bus.
- The driver will check infant seats and wheelchairs to insure they are properly secured.
- Upon arrival to their destination, the driver is required to report to a family member or care-provider, any incidents that may occur on the bus while in route.
- The driver will not stop at the homes of participants reported absent that day.
- Unless pre-authorized in writing, participants cannot be delivered to their residences without supervision. The driver cannot release the participant until a responsible individual is present to receive the participant.
- When delivering participants who do not require supervision, the bus will not depart until the driver observes the participant enter the residence or gate entrance in the case of apartment buildings, townhomes or condominiums.
- The driver will not accept status change requests (absences, termination of transportation, change of address, etc.) from caregivers or program staff. Change requests must be referred to the R&D office at **1-800-966-7114**.



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ATTENDANT RESPONSIBILITIES

As implemented by the Regional Center for participant-oriented service delivery, attendants are provided on routes that could potentially be difficult for one person (the driver) to handle alone, or as designed for behavioral intervention within individual program plans. Following are guidelines for attendants:

- Unless assigned to a specific participant that is seated at the front of the bus, the attendant will sit in the middle or rear of the bus.
- The attendant must step out of the bus to assist participants off and on the bus. The driver will remain inside the bus, standing at the top of the steps to assist participants and the attendant during this process.
- The attendant keeps the driver informed of any incidents that require the driver's attention. The attendant is also responsible for assisting in maintaining order on the bus.
- The attendant will assist the driver with loading, unloading, and securing wheelchair participants.
- While on the bus the attendant is under the direction of the driver. An attendant is a valuable resource for the driver, and therefore it is important that they work together.
- The attendant is responsible to complete incident reports in addition to the drivers should any type of incident occur on the bus.



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PROGRAM RESPONSIBILITIES

- Program staff will meet the vehicle at its scheduled arrival time to receive participants. As participants disembark the vehicle, the driver/attendant will release the participants to program staff who will then assist participants into the program facility.
- At the end of the program, staff will escort participants from inside the program facility to the steps of the vehicle at which point the drivers/attendants will assume responsibility for assisting the participants onto the vehicle.
- If a vehicle does not arrive at the scheduled time and program has not received notification of a delay, staff will call R&D Customer Service at 1-800-966-7114 to report delays of 10 minutes or more. R&D customer service representatives will contact the vendor to get the delay time and reason for the delay, so they may inform program staff.
- Program staff will report any transportation service issues/concerns to the R&D Customer Service staff. R&D will research and address the matter to bring resolution.
- If a participant is assigned an aide for one-on-one interaction while on the vehicle, and an aide not available on any given day, the participant will not board the bus. Program will contact R&D and notify them of the situation. Program staff may elect to resolve the situation through their staff, or as R&D to contact the participant's home to advise the home of the situation and ask that someone from the home pick-up the participant at program.
- The driver will be advised of any incidents (aggressive, behavior, etc.) that occur just prior to a participant boarding the vehicle so that the driver/attendant may monitor the participant while s/he is on the vehicle. For their safety and that of other passengers, agitated or escalating participants will not be placed on the vehicle. Program staff will make the driver aware of the situation and alternate transportation arrangements need to be made to get the participant home.
- In accordance with State Mandated Reporting for Elder and Dependent Adult Abuse Reporting and Title 17 Special Incident Reporting processes, program staff will report if they observe any incident of neglect or abuse that occurs while the participant is on the vehicles.