



Town of Newburgh Recreation Department

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Town of Newburgh Senior Van Rider Policy

Welcome

Senior Van is a service that is open-to-Town of Newburgh Senior Citizens in partnership with; Orange County Office of the Aging. Where you are required to call ahead of time to reserve a ride on the bus. You must call at least 24 hours in advance but typically you need to call further ahead because the service is on a first-come, first-served basis and the schedule can fill up quickly. This is not a taxi service where you are picked up at your door at an arranged time as with a cab company. With Senior Van, the many requests for rides are accommodated as best as possible and riders are picked up and dropped off at the curb (curb-to-curb service). The schedule is specific for locations and start out times.

Planning Your Ride & Hours of Service

The Town of Newburgh Senior Van is available during the following hours.

Hours: Monday - Friday, 8:15am to 3:00pm

Reservations must be made at least twenty-four (24) hours prior to the desired trip date and may be scheduled a maximum of fourteen (14) days prior to the desired trip date. Call (845)564-7815

Please note that same day reservations will not be accepted.

When you call to schedule for a ride, provide first and last name, the day, date and **destination. (Address of pick-up, Rec. Center, Mid Valley Mall, Stop & Shop, etc.)**

In the event of bad weather, the Senior Van follows the Newburgh Enlarged City School District. If, the school Closes or are Delayed there is no bus service.

Please note that requests for specific drivers will not be accommodated.

Pick-ups and Drop-offs

Orange County has established curb-to-curb service for senior citizens to attend recreation programs and for shopping.

Fares:0

\$1.00 Each Stop

Fares are suggested donation and to be paid each time you board the bus. Receipts are available upon request.

Cancellations / Modifications

No changes can be made to the scheduled, including the time of travel or any changes to the addresses.

A Rider cancellation less than one (1) hour before the scheduled pickup time is considered a "Late Cancellation". Rider privileges may be suspended if riders develop a pattern of excessive Late Cancellations (See Rider Responsibilities below).

Personal Care Attendants (PCAs) and Companions

Riders should indicate if they will be traveling with a PCA when scheduling trips. The PCA must board and disembark the vehicle with the rider being assisted. A PCA is someone provided by the rider; the Town of Newburgh does not provide PCAs for riders.

Drivers are not permitted to provide attendant-type services (for example, carrying personal packages or suitcases). However, driver assistance with boarding and disembarking will be provided upon request.

Transporting Life-Support Equipment

Riders may bring a respirator, portable oxygen, and/or other life-supporting equipment onto the bus. Such equipment must not violate laws or rules regarding transportation of hazardous materials. Equipment must be of an appropriate size to fit in the vehicles and be under the rider's or the attendant's continuous control.

Transporting Packages

Riders (and PCAs and companions) are permitted to carry only the number of bags or packages that they are able to manage independently without the assistance of the driver. Due to space limitations and the time it takes to board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the rider and carried aboard without delaying the vehicle. Drivers are not permitted to assist with packages. For safety reasons, explosives, acids, flammable liquids or other hazardous or illegal materials cannot be carried. No personal items or packages are to be left on the bus.

Shared Rides

The Senior Van is a shared-ride system. Buses are dispatched to carry multiple riders, there will be more pick-ups along the way.

Unscheduled Stop Requests

Only scheduled stops will be made. Drivers are not permitted to make unauthorized stops.

Mobility Aids

All mobility aids and other equipment (for example, folding walkers, folding carts, etc.) used by riders must be able to be safely secured inside the bus during travel in order to be permitted on the bus.

Drivers

Passenger safety begins with qualified drivers. Each of the drivers are carefully screened before hiring, and their credentials are continually monitored for compliance throughout their employment. The screening process includes review of driver and criminal records, a thorough physical, substance abuse testing, and reference checks. All drivers must also be qualified according to Article 19-A of the New York State Vehicle and Traffic Law. In addition, Town of Newburgh drug and alcohol policy mandates that all employees undergo substance abuse random screenings.

Responsibilities

Below are common sense responsibilities designed to ensure safety and comfort for all passengers and drivers.

Rider's Responsibilities:

- Carefully review all Rider Guide materials.
- Make ride reservations at least twenty (24) hours and up to fourteen (14) days in advance.
- Same day reservations will not be accepted.
- Be at the designated pickup location on time
- Arrange entry for the vehicle if pickup is inside a gated community or has special access requirements.
- If the vehicle has not arrived by the end of the scheduled program start time call (845)564-7815
- Pay the correct fare in cash using exact change.
- Call to cancel an unneeded ride as soon as possible to avoid a "late cancellation" or a "no-show" and help reduce any service disruption for other riders.
- Avoid distracting the driver or engaging other passengers with inappropriate behavior.
- Expect "shared-ride" service on Senior Van vehicles. Others may be picked up after you, and/or before you.
- Maintain acceptable standards of personal hygiene; **please** refrain from using scented products to accommodate riders with chemical sensitivities.

Courtesy Counts

Follow these common rules of courtesy:

- Be considerate of others.
- No eating, drinking or smoking on board the vehicle.
- No riding under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- No solicitation – distribution of advertising or material of any kind, including soliciting petition signatures, for a political candidate, religion or any other cause, is prohibited.

Driver's Responsibilities

Drivers Are Required to:

- Adhere to the same standards of common courtesy and personal hygiene as required of riders.
- Drive safely at all times.
- Treat riders with courtesy.
- Visibly display a proper ID badge.
- Perform a thorough pre-trip inspection on the vehicle and immediately report any defects to the supervisor.
- For safety reasons, maintain “line of sight” of vehicle at all times.
- Keep to the assigned service schedule for the convenience of all riders.
- Provide reasonable assistance to riders entering or leaving the vehicle.

Drivers Are Not Permitted to:

- Enter the residence of a rider.
- Perform any personal care assistance for any rider, such as assisting with dressing.
- Lift or carry a passenger.
- Escort a passenger beyond vehicle
- Provide attendant-type services (for example, carrying personal packages or suitcases).
- Accept tips or any other gratuities.
- Perform errands for riders, such as picking up prescriptions or groceries.
- Operate the vehicle while distracted by personal cell phones, iPods or similar personal sound generating devices, computers or similar devices.

Missed Rides

Orange County has a fairly lenient policy for riders regarding missed trips and offers numerous opportunities for riders to understand how their actions impact operations. If a rider is demonstrating a pattern of no shows, the operator will send the rider a warning letter advising them of their actions and the potential repercussions.

• **Cancellation** - when a rider calls less than one (1) hour before their scheduled start time. This is an unacceptable action. “Late cancellations” are equivalent to a “no show”.

• **No Show** - when a bus arrives at a pick-up location within the window time, waits five minutes only to find that the rider has not shown up for the ride.

This is a “no show” and is an unacceptable action.

Abusive Behavior towards other riders or the driver will not be tolerated, Senior Van follows the Town of Newburgh Transportation Standard of Conduct and Office for the Aging Grievance Procedure
Copies are available at the Recreation Department upon request.

Improving Service

Providing Input and Feedback about Senior Van Service

Riders are encouraged to let the Recreation Department know about the quality of service. When calling or writing, please provide as much detail as possible. Information about the trip such as date, time of pickup or drop off, driver name, or vehicle number is helpful. This detailed information is especially helpful if the feedback is a complaint to be looked into.