

CITY OF SATSUMA SENIOR SERVICE PROGRAM

Who is it for?

We provide door to door transportation to Satsuma residents and police jurisdiction who are sixty (60) years of age and older and to disabled adults.

What transportation services are available to me?

The City of Satsuma Senior Services Department operates a bus and van, both equipped with wheelchair lifts. Service is provided Monday through Friday 8:00 a.m. to 2:00 p.m. for routine, pre-scheduled appointments.

Our service area is a fifty (50) mile radius from Satsuma City Hall. We take people to physician appointments, outpatient testing, (x-rays, lab tests, etc.), physical therapy, hair salon/barbershop appointments, grocery shopping and errands.

- **Monday, Tuesday, Thursday and Friday**- limited to medical rides
 - **Wednesday** - Grocery shopping

Due to space limitations and to minimize the potential for injuries to our drivers, we ask that passengers limit their purchases to an amount that they can handle on their own. Shoppers should consider using a small, two-wheeled shopping cart for their bags.

Arranging Rides

How do I get a ride?

Call Senior Services at 675-1440 Extension 302

Request to have a registration form mailed to your home or download a form from our website at www.cityofsatsuma.com. Click on Departments and then Senior Services.

When should I call for a ride?

We request that you call between 8 a.m. and noon for transportation appointments. The office is open Monday through Thursday from 7:30 a.m. to 5:00 p.m. and Friday from 7:30 a.m. to 11:30 a.m. Because reservations fill up quickly, please schedule ride requests as soon as possible. Ride requests are taken on a first come first served basis and medical requests take precedence. If you have a last minute need for a ride, let us know and we may be able to accommodate your request.

Please consider booking all of your appointments for errands, groceries, shopping, and medical appointments on a monthly basis.

- When you call for a ride please provide the staff with the following:
- Date and time of your appointment
- Name and address of your physician or destination
- Let us know if a companion will be riding with you
- Let us know if you require the wheelchair lift

What if I need a ride for a medical appointment outside of our service area?

Requests for medical transportation to towns outside of our service area will be reviewed on a case by case basis.

What if I use a wheelchair or other assistive equipment to ambulate?

To use the Senior Transportation Service, you should be able to move around independently or with the assistance of a wheelchair, walker, or cane.

If you use a wheelchair and/or you are unable to stand or walk short distances, our bus/van is equipped with a wheelchair lift. If you are able to climb three 12” high steps, our vehicles also have sturdy steps with handrails on each side to help you with boarding the vehicle.

If you need help, drivers can offer a hand or arm for support, but cannot carry your weight. Drivers **cannot lift** or transfer you from a seated to a standing position or lift a wheelchair when you are in it. If you need more help than an arm for support, a personal care attendant, friend, or relative may be needed to assist you on and off of the vehicle, out of your house and in to your appointment. Please tell the office in advance if you plan to have a person accompany you on the bus.

Note: If you are dependent on a wheelchair, a barrier free path or ramp that is built according to code is needed for you to get in and out of your house safely.

For safety reasons, **we cannot** transport you if you need immediate medical attention, are sedated or after an inpatient stay. This policy is established to ensure that the Senior Services Department is providing the safest method of transportation possible to residents. Special considerations may be made on a case-by-case basis.

I am on oxygen; can you still take me in the bus?

You can take a portable oxygen tank on the bus. Just be sure that the tank is:

- functioning properly
- secured at all times during travel
- managed by you
- holding an adequate supply of oxygen for the trip

Service Limitations

We suggest you maintain family, friends, and neighbors as back up to our service. In order to have transportation available to all older and disabled residents, it may be necessary to limit the number of rides scheduled per month per person if the demand for rides exceeds the department's resources.

Helping the Service Run Smoothly

- A signed transportation form and waiver must be on file in the Senior Services Department before you ride on the bus.
- Rides must be requested through the Satsuma Senior Services office staff **not** the drivers.
- If you must cancel a ride, the Senior Services Department requires as much notice as possible so that we can accommodate other people who need transportation.
- Our vehicles may use your driveway. We ask that the driveway be passable (clear of trees, shrubs, etc.) in order to get to your home.

PLEASE BE READY FOR PICK UP ONE HOUR BEFORE YOUR APPOINTMENT TIME

Health & Safety

Seatbelts must be worn at all times. Passengers must remain seated until the bus is parked.

Due to confined space on the vehicles and in consideration of other passengers, please maintain proper hygiene and refrain from using perfumed products.

Senior Services may refuse transportation to you if you:

- Engage in violent, seriously disruptive, or illegal conduct, or pose a direct threat to the health and safety of others.
- Are in possession of a weapon.

- Display objectionable conduct (such as, but not limited to, being under the influence
- of alcohol or illegal drugs, or participating in any form of harassing behavior

Suggestions or Complaints

If you have a compliment, suggestion, or complaint regarding the bus service, please contact the Senior Services Department by calling 251-675-1440 x302. We strive to provide good service in an efficient and cost effective manner.

Outlined below are the rules and regulations that govern the Senior Service Transportation Program. Those rules have been modified specifically to reflect the transportation program and all passengers are expected to observe them.

1. Use of the transportation service is for Satsuma Residents and Residents in the Police Jurisdiction only.
2. Follow Senior Services Staff instructions at all times.
3. Smoking/tobacco products, illegal drugs, and alcoholic beverages are prohibited.
4. No animals allowed with the exception of service dogs.
5. Loitering or use of profanity will not be tolerated.
6. Vandalism and defacing of property will not be tolerated. Vandals will be prosecuted.
7. Proper attire and shoes are required when using the service. Please keep in mind that other passengers may be on the vehicle with you.
8. Staff will collect and hold lost and found items for a two-week period. After that time, items will be donated to a charitable organization.
9. Public display of amorous affection is not permitted and will not be tolerated.
10. With the exception of water, eating and drinking is prohibited.
11. No spitting, chewing tobacco, or gum is permitted in the vehicle.
12. The following activities are not permitted and will result in suspension or expulsion from the Senior Services Transportation Program:
 - A. Fighting
 - B. Stealing
 - C. Property Damage/Vandalism
 - D. Loitering
 - E. Disorderly Conduct
 - F. Horseplay
 - G. Littering
 - H. Verbal abuse of Staff or transportation users.
13. We recommend that individuals carry appropriate identification in case of any emergency.
14. The Satsuma City Council reserves the right to add, amend, or delete rules as necessary, which will impact these rules as well.

Your Rights Under Title VI

The City of Satsuma upholds its commitment to the principles inherent in the Civil Rights Act of 1964, which affirms that discrimination is illegal.

The City of Satsuma in accordance with Alabama State and Federal law will ensure full compliance with Title VI of the Civil Rights Act of 1964 as amended and related statutes. The City of Satsuma is committed to ensuring that no person is excluded from participation, denied benefits, or otherwise subjected to discrimination under any program or activity or any service rendered to the public, on the basis of race, color, national origin, sex, age, or disability. Further, the City of Satsuma prohibits discrimination in public accommodations on the basis of ancestry, breast feeding in a place of public accommodation, lawful source of income, learning disability, marital status, mental disability mental retardation, physical disability, religious creed, sexual orientation, as well as using a guide dog/training a guide dog.

To request additional information on The City of Satsuma's non-discrimination obligations or to file a Title VI complaint, please submit your request or complaint in writing to:

Vicki Miller, Title VI Coordinator
P.O, Box 517
Satsuma, AL 36572

Complaint forms can be obtained at the Satsuma City Hall or online at our website www.cityofsatsuma.com.