



CITY OF KETTERING

PARKS, RECREATION AND CULTURAL ARTS DEPARTMENT

## LATHREM SENIOR CENTER –TRANSPORTATION SERVICES GUIDELINES

- Available for Kettering Residents
  - Age 60 and over

*Please call Dispatch Monday through Friday 8 – 10:30 a.m. 937-296-2483 for clarification of any policy.*

### WHO MAY SCHEDULE A RIDE?

- **Kettering Residents, age 60 years and older ONLY**
- All riders must be able to board the vehicle unassisted, with minimal assistance or provide an aide to accompany them. Wheelchair riders must be able to exit and enter their home with limited assistance and drivers must be able to move the wheelchair up and down the vehicle ramp alone or assistance must be provided.
- **Wheelchairs & Motorized Scooters:** All vans are wheelchair accessible. Maximum sizes are:
  - *Wheelchairs:* maximum width of 28" (measured across widest part of wheel handles)
  - *Motorized Scooters:* maximum size of 28" wide by 53" long.
  - Drivers will assist riders on and off the wheelchair lift and tie down the wheelchairs.
- **Residents residing in Assisted Living or Long Term Care facilities with their own transportation program are *NOT ELIGIBLE* for this service**

### HOW DO I REGISTER TO BE A RIDER?

- All riders must pay a \$12 yearly registration fee and fill out a registration card to collect basic information, emergency contacts and demographics.
- This can be done over the phone, by mail or in person and *must take place at least one week before a ride is needed.*

### DO I HAVE TO BE A LATHREM SENIOR CENTER (CIL) MEMBER TO USE THE TRANSPORTATION SERVICE?

- No, you do not.
- However, CIL members may purchase a \$48 Rider's Card at the discounted cost of \$45

### WHEN ARE RIDES AVAILABLE?

- Rides are available Monday – Friday between the hours of 8:30 a.m. and 2 p.m.
- All rides are by appointment only and based on availability at the time of your call.

### **NOTES:**

- ***Appointments from your home to another location after 2 p.m. MAY NOT include transportation home unless the appointment will result in a home trip no later than 4 p.m. Appointments that will not be done by 4 p.m. may need to make arrangements for their own transportation home.***
- If you are able to provide your own transportation TO or FROM your appointment, please be sure to tell the Dispatcher that you are a ONE-WAY trip when you schedule the ride.
- Drivers are expected to be done with all transportation and back to the CIL by 4:30 p.m. daily.
- Appointments fill quickly. There is no guarantee we will be able to serve your needs.

## WHERE CAN I GO?

### **Lathrem Senior Center, Kettering Recreation Complex or Kettering Fitness and Wellness Center**

**Cost:** One Way - \$2 Round Trip - \$4

### **Local Trips-** Any address within Kettering city limits.

**Cost:** One Way - \$3 Round Trip - \$6

- Doctor's offices, hospitals & rehab centers
- All shopping destinations, banks, Post Office, beauty salons, barbershops and other service providers
- Recreational facilities – *not City of Kettering* – YMCA, St. Leonard's, Lowry Center, etc., social centers, churches, schools & libraries

### **Extended Area Trips-** Extending outside the Kettering city limits within these boundaries:

**Cost:** One Way - \$5 Round Trip - \$10

- **East:** Stroop Rd/Woodman Dr/Wilmington Pike to E. Centerville-Station Rd (SR 725)
- **South:** Centerville-Station Rd/Franklin St (SR 725) to Springboro Pike (SR 741) – *We only go one block South of SR 725 through Centerville.*
- **West:** From intersection of SR 725 and SR 741 (east of I-75) to 1<sup>st</sup> St in downtown Dayton
- **North:** 1<sup>st</sup> St in downtown Dayton through East Dayton to Woodman Dr
- **OUTSIDE SERVICE AREA:**
  - VA Medical Center
  - Kettering Health Miamisburg (formerly Sycamore Hospital).
  - *These appointments must be in the morning to allow adequate time for roundtrip driving.*
- Transportation into Greene County includes only the following:
  - Doctors located on Sylvania Dr. & Dayton Gastro, Inc. offices on Indian Ripple Rd.
  - Shopping areas surrounding the Walmart in Sugarcreek Township on Wilmington Pk.
  - Target and Kroger Cornerstone on Feedwire Road.
  - The Greene

### **Voting:**

**Cost:** Free!

## HOW DO I PAY FOR EACH TRIP?

- Riders must purchase a **Rider Card** before making an appointment.
- Cards are available in \$12, \$24 and \$48 designations.
- The number of rides per card will vary according to the amount purchased and distance traveled.
- Riders must present a Rider's Card to the driver at the beginning of each trip. The Driver will deduct the amount of the ride from the card.

## HOW DO I PURCHASE A NEW RIDER CARD?

- When you schedule your trip:
  - If you need a new card tell the dispatcher.
    - The dispatcher will transfer you to the CIL desk for credit card payment.
    - The driver will bring the card with him/her to your next ride.
  - OR**
  - The dispatcher will give the driver your card and you give the driver a check made out to the **City of Kettering** or exact change.
  - The driver will return the payment to the CIL for processing.

## **HOW DO I PURCHASE A NEW RIDER CARD? Con't**

- To purchase a card after Dispatch hours:
  - To make a credit card payment, call 937-296-2480 between 8 a.m. and 4 p.m. Monday – Friday.
- It is not possible to renew your membership or purchase a card online at this time.
- Unused cards do not expire.
- Lost cards will not be replaced. A new card must be purchased in order to schedule rides.
- ***Cards are non-refundable.***

## **HOW DO I MAKE AN APPOINTMENT FOR A RIDE?**

**REMINDER:** Riders must be registered for the transportation program and have purchased a Rider's Card **BEFORE** making an appointment.

***Before you call for a ride, please have the following information ready:***

- Your name
- Date ride is needed
- Time you need to be at your destination
- First and last name of your doctor OR name of the business
- Complete address of the location (street number & name)
- Phone number of the doctor or business

**To Schedule an Appointment – call 937-296-2483 between 8 a.m. and 10:30 a.m.**

- ***Appointments are available up to 4 weeks in advance.***
- Appointments must be made by 10:30 a.m. at least two business days (48 hours) in advance.
- Monday appointments must be made by 10:30 a.m. the previous **Thursday**.
- Due to limited appointment availability, a minimum of one week advance scheduling is recommended and no guarantee can be made for any specific times.

## **WHAT DO I DO THE DAY OF THE APPOINTMENT?**

- Be ready at least **30 minutes before** your scheduled pick up time. ***The driver may arrive 30 minutes BEFORE to 15 minutes AFTER your scheduled time***, based upon other rides scheduled and your destination.
- If you cannot see the driveway from your location and do not have a cell phone, either stay in your home and wait for the driver to call you when they arrive or move to a lobby or waiting area so you can see outside. ***Please do not leave your home if you cannot see the outside arrival area and do not have a cell phone.***
- The driver will call to tell you he/she is there or on the way. Please be ready to exit your home within 5 minutes of receiving the drivers call.
- The driver will wait 5 minutes for you to exit your home. One additional attempt will be made to reach riders by phone if not ready for transport within the 5 minutes.
- If you do not exit your home within 5 minutes of the vehicles arrival or answer your phone when called, you may be considered a No-Show and the vehicle may leave in order to stay on schedule.
- Driveways should be clear of snow/ice, trash cans or debris to allow the vans and cars to enter safely.
- The driver will assist you into and out of the vehicle if needed.
- Each passenger is required to have his/her safety belt securely fastened before the vehicle will be permitted to begin movement.
- The driver will drop you off at the entrance closest to your appointment and continue on with his/her pick-up schedule.
- **Before your vehicle leaves: Make sure you have the vehicle cell number card to call when you are ready for pick up.**

### **HOW DO I CANCEL AN APPOINTMENT?**

- **Morning of or Future Cancellation:** Please call 937-296-2483 between 8 – 10:30 a.m. to cancel your ride as soon as you know you will not be using your ride.
- **After 10:30 a.m.:** Call 937-296-2480 for last minute, late day cancellations.

### **PROHIBITED ACTIVITIES**

- No smoking or chewing tobacco;
- No eating or drinking unless pre-approved by Transportation Supervisor;
- No physical or sexual contact with drivers or other passengers;
- No objects defined as, or intended to be used as, a weapon are permitted;
- No use of obscene, profane or indecent language;
- No abusive or disruptive behavior;
- Refusal to follow reasonable safety directions given by the driver;
- Tipping of drivers is not permitted.
- Any violations will immediately be reported to the Transportation Supervisor.

### **PASSENGER COMMENTS / COMPLAINTS**

- Passengers may call the Transportation Supervisor at 927-296-2480 to make a suggestion, lodge a complaint or compliment an employee and/or the service at any time.
- Passengers may receive an evaluation card periodically to rate the program's effectiveness.

## **Rider Guidelines Subject To Change Without Notice**

**PLEASE KEEP THESE GUIDELINES FOR REFERENCE**