

## LATHREM SENIOR CENTER –TRANSPORTATION SERVICES GUIDELINES

Thank you for your interest in using the Lathrem Senior Center Transportation Services. These pages will provide you with basic information concerning membership and scheduling rides. ***Please contact the Dispatch Office Monday through Friday 8am – 10am at 937-307-8374 if you need any clarification.***

### **WHO MAY SCHEDULE A RIDE?**

- Kettering Residents, age 60 years and older
- *Mobile Riders*: All riders must be able to board the vehicle unassisted, with minimal assistance or provide an aide to accompany them.
- *Wheelchairs*: Wheelchair accessible vehicles are available for common wheelchairs. Drivers will assist riders on and off the wheelchair lift and tie down the wheelchairs.
- *Motorized Scooters*: If using a motorized scooter, please call the center for availability of a vehicle to accommodate the scooter. Please tell the dispatcher the length and width of your scooter.
- Residents residing in Assisted Living with their own transportation program or Long Term Care Facilities are not eligible for this service

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

- All riders must pay a \$10 yearly registration fee and fill out a registration card. 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.* This fee helps cover administrative costs for the program.
- Registration includes basic information, emergency contact name, and demographic questions.

### **DO I HAVE TO HAVE A LATHREM SENIOR CENTER PASS TO USE THE TRANSPORTATION SERVICE?**

A Lathrem Senior Center pass is not required to register for the transportation program; however, Lathrem pass holders receive additional transportation benefits:

- Purchase a \$40 Rider's Card at the discounted cost of \$38
- Transportation available for designated CIL programs outside regular transportation hours

### **WHAT HOURS ARE AVAILABLE FOR A RIDE?**

- Rides are available Monday – Friday between the hours of 8:30am and 2:30pm.
- All rides are by appointment only and based on availability at the time of your call.
- No group shopping trips will be held until further notice.

### **NOTES:**

- ***Appointments from your home to another location after 3pm MAY NOT include transportation home unless the appointment will result in a home trip no later than 4pm. Appointments that will not be done by 4pm must make arrangements for their own transportation home.***
- If you are able to provide your own transportation TO your appointment, home only pick-ups are available between 9am and 3pm. Please make sure to tell the Dispatcher it is a HOME ONLY appointment when you call in to reserve your time.
- Drivers are expected to be done with all transportation and back to the CIL by 4:30pm daily.
- Appointments fill quickly. There is no guarantee we will be able to serve your needs.

## **WHERE CAN I GO?**

### **Lathrem Senior Center, Kettering Fitness and Wellness Center**

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

### **Shopping Trips-** Kroger (both locations, Walmart and Meijer

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

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

- Doctor's offices, hospitals & rehab centers
- Pharmacies, banks & other service providers
- Recreational facilities, social centers, churches, schools & libraries

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

### **Extended Area Trips-** Extending from the Kettering city limits to:

- **North:** 1<sup>st</sup> Street in Dayton East to Findlay Ave. then to Burkhardt East to I-675
- **East:** I-675 to Wilmington Pike and South to E. Centerville-Station Road
- **South:** SR 725 (Miamisburg Centerville Rd/Franklin St) then East on E. Centerville-Station Road to Wilmington Pike
- **West:** SR 741 (Springboro Pike) to I-75, then I-75 to 1<sup>st</sup> Street in Dayton
- **Also:** VA Medical Center and Sycamore Medical Center are allowable destinations. These appointments must be in the morning to allow adequate time for roundtrip driving.
- **Sylvania Drive, Greene County:** Appointments for the medical offices on Sylvania Dr. are accepted.

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

## **HOW DO I PAY FOR EACH TRIP?**

- Riders must purchase a Rider's Card before making an appointment.
- Cards can be purchased in the amounts of \$10, \$20 and \$40. When you schedule your trip and will need a new card tell the dispatcher and the driver will bring the card with him/her to your next ride.
- Give the driver a check made out to the City of Kettering or exact change and he/she will return it to the CIL for payment.
- To make a credit card payment, you must call 937-307-8374 between 8am and 10am and be comfortable giving your credit card information over the phone.
- 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.
- 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?**

***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
- Special accommodations (wheelchair, mobility issues, if an aide will be with you, etc.)
- First and last name of your doctor OR name of the business
- Complete address of the location (street name & number) – including special instructions (i.e.: which entrance, etc.)

- Phone number of the doctor or business

**Until further notice - Call 937-307-8374 Monday through Friday between 8am and 10am.**

- Appointments must be made by 10am at least two business days in advance. Monday appointments must be made by 10am the previous Thursday.
- Appointments can be made up to four weeks in advance and, due to limited number of appointments available, a minimum of one week advance scheduling is recommended.
- No guarantee is made for appointment availability regardless of advance notification of need.
- **REMINDER:** Riders must be registered for the transportation program and have purchased a Rider's Card BEFORE making an appointment.

**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 appointments schedule and your destination.
- Please watch for the driver to arrive and exit your home after he pulls to a stop.
- If you cannot see the driveway from your location, either remain in your home and wait for the driver to call you 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 wait 5 minutes for you to exit your home. One 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 will be considered a No-Show and the vehicle will leave in order to stay on schedule.
- Driveways must be clear of snow/ice, trash cans or debris for the vans and cars to enter.
- 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?**

- Please call to cancel as soon as possible if not using your appointment. Between 8am – 10am, until further notice call 937-307-8374 to cancel your ride.
- You must call at least one hour before your scheduled pick up time or you will be considered a No-Show.
- Two No-Shows in one 30-day period may result in a letter of warning and further use of the Transportation Services may be limited.

**INCLEMENT WEATHER POLICY**

Lathrem Transportation follows the Inclement Weather Policy of the Kettering Recreation Complex. The Kettering Recreation Complex Facility Manager works with local law enforcement and public service departments to determine passable road conditions. Please call the Inclement Weather Hotline at 296-3282 for updates on transportation availability.

**PROHIBITED ACTIVITIES**

- No smoking or chewing tobacco
- No eating or drinking. An exception can be made for medical reasons with prior authorization of the 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 296-4372 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.

**Call 937-307-8374 Monday – Friday, 8am – 10am with any questions about the Transportation Program.**

**Rider Guidelines Subject To Change Without Notice  
PLEASE KEEP THESE GUIDELINES FOR REFERENCE**