



Community Transportation Input Committee Meeting

December 18, 2023

Welcome & Introductions

Regular Agenda

1. Driver Assistance Policy
 - a. Attachment A

2. Stuff the Bus Update

Other Business

Adjourn



Driver Assistance Policy – To be Included in Section 2.8 of the Policies and Procedures Handbook

On request, the driver will assist passengers between the vehicle and entrance of a house, apartment building or other building. Such assistance must be requested in advance by notifying the scheduler when you make your reservation. If the passenger has indicated on their application that they require driver assistance regularly, this shall be indicated on the driver's schedule for all future trips.

Driver assistance ends when the driver has assisted the passenger in getting through the main door of the building. This includes assistance through a short entryway into the climate-controlled portion of the building. If the passenger needs additional assistance beyond the main door, they should have someone meet them at the door or have a personal care attendant ride along. The driver will not assist individuals in wheelchairs into buildings that are not accessible (other than opening doors), nor will drivers push wheelchairs through areas that have not been cleared of snow.

Passengers who are unable to independently conduct themselves inside an origin/destination building lobby should have someone meet them at the door or have a personal care assistant ride along. If the destination building is locked, a personal care attendant (PCA) is not along, and no one is available to meet the individual, the driver, after first receiving approval from the Dispatcher, may return the individual to the place of origin at the next available trip. If this is not an option, the rider will be returned to the bus and remain on board until the driver receives instructions from the Dispatcher. The driver will continue completing scheduled trips so as not to delay other passenger's service. For the safety of the passenger, consistent occurrences may result in requiring a PCA to accompany the passenger.

If requested, the driver will assist with either two grocery-size bags or one small collapsible cart. The driver will not bring packages past the first door. Space for packages is limited. The rider must be able to carry their packages in one trip and the packages must be safely secured while on the vehicle. Guests and personal care attendants are expected to assist the passenger.

Bis-Man Transit reserves the right to refuse to service or load at a location deemed as unsafe for the passenger, driver or the vehicle/equipment, including areas not cleared of snow. The driver will attempt to find an alternate loading point which is deemed to be safe by the driver and acceptable by the passenger. The driver must be able to keep the vehicle in sight at all times, and cannot assist passengers to an entrance that hinders this.

Service will be impacted during a snow event. The drivers will only travel on roads that are reasonably clear of snow. If a passenger is leaving their residence during a snow event and plans to return to that residence that day, it is the responsibility of the passenger to arrange for snow removal on their property so there is a clear path for the driver to assist the passenger to the door. The driver is not to shovel a path to the door for the passenger.

If a major snow event is probable, service may be cancelled by Bis-Man Transit. Passengers are to listen to local media to find out if service has been cancelled. If it appears during the afternoon that service may be cancelled the next day, staff may contact riders to determine an appropriate course of action.

Ramps to the passenger's door must be safe for both the passenger and the driver. The passenger is responsible for arranging for the ramp to be free of snow and ice.

