Section 1: Ride Connection Bio

"To link accessible, responsive transportation alternatives with individual and community needs" is more than Ride Connection's mission statement. It captures the objectives and describes the essence of Ride Connection and its network of service partners. Ride Connection assures that individuals with varying ability levels and barriers have access to safe, accessible, courteous, reliable, and efficient transportation.

1.1 The History

Ride Connection's story is one of evolution and collaboration, of identifying transportation needs and filling them, of recognizing opportunities and building upon those opportunities.

In the mid-1980s a citizen committee recommended to TriMet that coordinating existing volunteer programs into one network could better meet the transportation needs of older adults and people with disabilities. The first rides were provided in 1986. Volunteer Transportation, Inc. (VTI) was incorporated as a private nonprofit in May 1988 with a vision to serve this population with a more adaptable, accessible service than traditional public transit. The name was changed to Ride Connection in 1999 to better describe the changing role of the organization.

Ride Connection and its service partner network has evolved from a limited provider of volunteer transportation services to a major partner in the provision of transportation services to older adults and people with disabilities, and low-income job seekers throughout Clackamas, Multnomah and Washington counties in Oregon. The relationship between TriMet and Ride Connection represents a unique blending of public and private resources and serves as a model for effective regional cooperation and collaboration.

1.2 A Coordinated Delivery System

Ride Connection is a coordinated transportation system composed of service partners throughout the Tri-County area. Ride Connection service partners offer a variety of transportation services for medical needs, shopping, employment, school, supportive services, nutrition, volunteer work, and recreation. Ride Connection is committed to fostering and maintaining a close operating relationship with service partners supplying operational funding, capital funding, training, and technical support. Ride Connection's function is to support, equip and strengthen these organizations so they can provide transportation services that meet the needs of their neighbors and their neighborhood. Since its inception, the network has grown to more than 30 service partners.

Section 2: The Customer – Eligibility, Service and Quality Assurance

2.1 Customer Eligibility

- Location of residence;
- Age 60 and older;
- Identifies as unable to use public transit; or
- Identifies as unable to access public transit.

Service partners must develop and enforce policies for eligible children, which include seat-belt securement and child safety-seat guidelines. An adult should accompany children under the age of 8.

2.2 Customer Service Statement

Ride Connection and Ride Connection's service partners are committed to providing the highest quality service to our customers. Each person who requests our service is treated with dignity, respect and patience.

Ride Connection and Ride Connection's service partners abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. Moreover, these regulations require that we take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.

2.3 Customer Service Quality Assurance

After safety, quality customer service is our highest goal. We continually strive to support the customer's needs, and seek feedback about this from the customer. The following procedures have been developed to address customer service at each level of service.

- Customer Service Survey
- Ride Connection Information Form
- Complaints, Incidents, Commendations and Comments Processes
- Quality Improvement Committee
- Peer Review Committee
- Training Committee

2.3.1 Customer Service Survey

Ride Connection and Ride Connection's service partners conduct periodic surveys of customer satisfaction. The goals of the surveys are to poll customers to determine transportation needs and challenges, assure the service we provide meets those needs and challenges and that they are receiving quality customer service. Service partners are required to participate. Surveys are completed to a random sampling of customers by phone and annually to a percentage of the service partners' total ridership.

2.3.3 Incident Information Report

Service partners may use the Ride Connection Information Report Form (Form 200-1: Information Report Form) to document incidents, or develop their own incident report form using Ride Connection's form as a standard.

An incident requires a report in any of the following alleged situations: injury, property damage, verbal abuse, abusive or threatening behavior, unsafe operation of a vehicle, compliance issues, or any situation that is felt to be of sufficient potential importance to merit an incident report.

Sometimes it may be difficult to decide whether to define a reported situation as an incident or a complaint. Generally, when the nature of the situation seems to require a greater degree of concern, it should be reported as an incident rather than a complaint (see Attachment 20-1: Flow Chart for Handling Incidents, Complaints, Compliments and Comments).

Emergencies should be dealt with before a report is filled out. Call 911 if necessary. In severe circumstances, such as a fatality, a serious injury, or possible media involvement, inform Ride Connection immediately. All other incidents should be reported to Ride Connection within 24 hours. Incidents should be reported to Ride Connection at incidents@rideconnection.org

Ride Connection follow-up must occur within 48 hours of the incident. Follow-up might consist of assigning training, speaking to the driver or other appropriate person about the issue, communicating care and compassion toward a person who may have sustained injury or abuse, documenting what occurred and/or simply confirming to interested parties that an issue is being addressed. All follow-up should be documented on the incident report.

Incident reports should be kept in a permanent file. Legal actions can occur years after an incident.

Customers occasionally contact Ride Connection about service concerns. In the event that Ride Connection receives the initial call regarding an event which involved a service partner, the Ride Connection Incident Information Report is completed and the service partner is contacted. The service partner should follow-up on the incident, complete the “action taken” section of the form with documentation of the follow-up, and return it to Ride Connection.

Ride Connection keeps Incident Information Reports on file for periodic review.

2.3.3.1 Title VI

Title VI of the Civil Rights Act of 1964 states: “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Ride Connection is committed to complying with the requirements of Title VI in all of its funded programs and activities.

In addition to Title VI protected categories, Ride Connection accepts discrimination allegation complaints based on religion or religious creed, gender, gender identity, gender expression, ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military or veteran status, or any other basis protected by federal, state, local law, ordinance, or regulation.

For full information about Ride Connection's Title VI policy and procedures, including how to make a complaint, see Ride Connection's full Title VI policy, included as Attachment 20-1 to this manual.

Language Assistance Plan (LAP) Plan

Under Title VI of the 1964 Civil Rights Act and Executive Order 13166, all recipients of federal funding have an obligation to reduce language barriers that can preclude meaningful access to services by persons with limited English proficiency. All Ride Connection service partners, as recipients of federal funding, are required by law to develop and implement an LAP Plan. Ride Connection has developed a template that you may use to develop your plan (Attachment 20-2: Language Assistance Plan Template).

2.3.3.2 Americans with Disabilities Act (ADA)

No individual with a disability shall, by reason of such disability, be excluded from the participation in or be denied the benefits of our services.

2.3.3.3 HIPAA

Ride Connection and its service partners will not use or disclose our customers' Protected Health Information except as needed to appropriately serve the customer.

2.3.4 Complaints, Compliments and Comments

Service partners should have a process for informing customers about how to make complaints and compliments and should provide easy and accessible ways for customers to make them. Also, service partners should have an easily accessible appeals process for customers who are unsatisfied with the outcome of their complaints.

All complaints must be documented and reviewed to evaluate appropriate follow-up and/or resolution. Partners must establish complaint review and recording processes and maintain complaint and compliment files. Partners may use the Ride Connection Information Report Form (Form 200-1) to document complaints, compliments and comments, or develop their own form using Ride Connection's form as a standard.

All customers should receive a prompt response or acknowledgement of their complaints.

- A compliment is any positive remark or story regarding any aspect of a Ride Connection funded transportation program or any employee or volunteer contributing to a Ride Connection funded service.Age 60 and older;
- A complaint is any expression of dissatisfaction about services or policies. All complaints must be documented and kept on file.
- Service complaints include employee or volunteer behavior or the function/condition of the equipment.
- Policy complaints include expressions of dissatisfaction with program policies, processes or procedures. These complaints may include dissatisfaction with service hours or ride availability.

Some complaints can be verified by witnesses or circumstances (substantiated complaints), and others are simply one person's account or opinion (unsubstantiated complaints). Complaint reports should designate whether the complaint is substantiated or unsubstantiated. Because a complaint is unsubstantiated does not mean that it is not credible. However, it can be an important consideration when reviewing a situation.

Safety complaints are complaints involving a possible risk to someone's safety-- for example, a report of a driver speeding or securing a passenger unsafely. These complaints are urgent and require prompt follow up. Follow-up on a safety complaint varies based on the situation, but some examples of follow up on safety issues are: requiring driver training, inspection and repair of faulty equipment, reviewing a driver's driving history for a pattern of safety-related issues, or removing a driver from service.

Some complaints, such as complaints about service policies ("policy complaints") may be about things which are outside the control of program staff. For example, a customer might make a complaint about not being able to get a ride outside of our service hours.

Nevertheless, it is important to monitor these complaints for trends and make service adjustments when possible.

2.3.5 Quality Improvement Committee / Quarterly Contractor's Meeting (QIC/QCM)

The QIC/QCM is held quarterly to discuss aspects of Ride Connection operations, funding, and customer service. These meetings provide a forum for service partners to meet and exchange ideas and information. All Ride Connection service partners are required to have representation on the Committee. This committee acts as an advisory committee to the Ride Connection Board of Directors. When necessary, subcommittees may be formed to address specific issues.

2.3.5.1 Peer Review Committee

The Peer Review Committee is comprised of service partner representatives and Ride Connection staff. The committee's purpose is to increase safety by reviewing collision reports, moving violations and driver histories. The committee is also responsible for evaluating and making recommendations on appeals submitted by Program Managers regarding driver eligibility and training (see Section 3.9 Appeal Process for more information).

2.3.5.2 Training Committee

The Training Committee is comprised of Program Managers, Trainers, and Ride Connection staff. The committee reviews and makes recommendations on the training curriculum offered to Ride Connection network drivers, concierges and staff. The committee is responsible for assuring that drivers, concierges and staff have access to quality training that provides the information and experience needed to successfully perform the functions of each position.

Section 3: Establishing and Maintaining a Driver Pool

Maintaining a well-trained, enthusiastic driving staff is key to the success of any community transportation program. Whether a driver operates a Ride Connection vehicle, agency-owned vehicle, or their own personal vehicle, they are responsible for the safety of the customer. Service partners and Ride Connection have the responsibility of assuring that transportation volunteers and staff have the tools necessary to be successful in their positions. Success depends on proper selection and management of drivers and concierges, which includes quality program orientation, training and evaluation.

Service partners must ensure that all recruiting, screening, interviewing and selecting are objective and free from discrimination.

3.1 Driver Qualifications

Ride Connection requires that all network drivers meet the following qualifications, with the exception of the Ride Together program (see policy for details):

- Possess a valid driver's license with a minimum of five years licensed driving experience and an excellent driving history as recorded by the Driver and Motor Vehicle Services Division (See Section 3.4 Driving History Requirements).
- Provide a minimum of two personal references.
- Be able to operate assigned equipment.
- Be willing to attend required training courses and follow operational policies.
- No criminal history conviction, as outlined in the Ride Connection guidelines (Attachment 30-4 Ride Connection Criminal Background Check Criteria), including but not limited to any crimes committed against a person.
- Be in good physical and emotional condition. An uncontrolled chronic illness such as: epilepsy, diabetes, heart or respiratory problems will exempt a driver from eligibility. When requested, a driver must be willing to provide a physician's statement qualifying them as physically able to drive.
- No current abuse of alcohol, drugs, and/or medication.
- Ability to pass a physical exam, with a drug screen, if required.

Drivers who do not meet all of the above qualifications are ineligible to drive.

Concierges are required to meet all the above qualifications excluding possessing a valid driver’s license and driving history requirements.

3.2 Selection Process

All potential program drivers and concierges must undergo the same selection process to ensure the safety of the customer. Even though a volunteer does not receive wages or direct benefits for their volunteer service, legally they are considered non-paid employees of the service partner. As a provider of services to vulnerable populations, it is the agency's responsibility to follow a proper selection process for the safety of clients and to minimize the chance of being challenged for negligent hiring practices. This process should include the following:

- Prospective volunteer or paid employee reads and becomes familiar with the job description (Attachment 30-1: Sample Position Description - Driver or Attachment 30-2: Sample Position Description – Concierge).
- Applicant completes a position application (Form 300-1: Driver Application or Form 300-2: Concierge Application). If the partner is utilizing an application other than the Ride Connection Driver Application, it must include the entire Acknowledgement section found on page two of the Ride Connection Driver Application.
- Program Manager reviews the application.
- Program Manager conducts a personal interview (see Section 3.3 Interviewing Prospective Drivers).
- HR checks the personal references of paid driver applicants. The Program Manager checks the personal references of volunteers.
- A Driver and Motor Vehicle Services Division (DMV) history report is obtained. If the Program Manager obtains the report, it must be submitted to Ride Connection. If the driver has been driving less than 5 years in Oregon, they will be asked to provide proof of driving record.
- Criminal Record Check is obtained and approved by the service partner. The approval date is submitted to Ride Connection.
- Upon acceptable Criminal Record Check, the potential applicant completes National Criminal Record Check procedures providing fingerprint identification. This requirement has been temporarily suspended for those drivers who are not providing medical transportation, 5311 or Job Access Reverse Commute (JARC) funded rides. Drivers must be informed that the requirement may be reinstituted at a later date. Once the fingerprinting process has been completed and approved results are received, Ride Connection will issue a letter of full approval.
- Public Transportation (5311 and 5307) drivers must participate in a compliant FTA Drug and Alcohol Program. The program requires that drivers must complete an FTA compliant pre-employment drug and alcohol test. Upon notification of a pass (negative) test, the service partner is responsible for enrolling the driver into an FTA compliant random drug and alcohol selection pool. The driver would also be subject to both post-accident testing and reasonable suspicion testing according to the FTA guidelines. Drivers are also required to complete compliant drug and alcohol training. The date of enrollment into the pool and the pass test date are then submitted to Ride Connection.

- Any driver with a Commercial Driver's License (CDL) operating a vehicle designed to transport sixteen (16) or more passengers, including the driver, must participate in a Federal Highway Administration (FHWA) compliant DOT Drug and Alcohol Program. The program requires that drivers must complete a DOT compliant pre-employment drug and alcohol test. Upon notification of a pass (negative) test, the service partner is responsible for enrolling the driver into a DOT FHWA compliant random drug and alcohol selection pool. The driver would also be subject to both post-accident testing and reasonable suspicion testing according to the DOT guidelines. The date of enrollment into the pool and the pass test date are then submitted to Ride Connection.
- If the driver will be using his or her own vehicle, the applicant's proof of insurance is checked for compliance with state legal limits of liability and a copy is placed in their driver file. Personal Owned Vehicle (POV) drivers must have proof of insurance and comply with State regulations.
- Applicant is hired and a personnel file or driver file is established (sample Form 300-3: Driver Checklist).
- The driver completes Defensive Driving training.
- Required trainings are completed prior to transporting customers.

Ride Connection approves drivers based on the outcome of the selection process. The policies for approving drivers apply to all service partners (Attachment 30-3: Summary of Driver Approval Process).

3.3 Interviewing Prospective Drivers

For liability purposes and to assure equality for all applicants, procedures should be followed when conducting a personal interview. Service partners should develop procedures specific to their organization. The purpose of the interview is to learn as much as possible about the applicant that is relevant to the position. The following should be included in the interview process:

- Review position description.
- Explain any challenging aspects of the position so the applicant understands all that is expected of the position, including training requirements.
- Formal, written interview questions should be developed that refer to job performance criteria. Questions should evaluate the ability to perform specific tasks associated with the job responsibilities. Questions should be open-ended, objective, non-discriminatory and should not violate the applicant's civil rights.

- Notes should be taken to record the interview and for comparison if more than one person applies.

3.4 Driving History Requirements

Ride Connection requires that all network drivers possess a valid driver's license with a minimum of five years licensed driving experience and an excellent driving history as recorded by the Driver and Motor Vehicle Services Division.

A driver is eligible to transport customers when their three-year driving history (as maintained by Ride Connection) shows no more than two traffic violation or preventable collisions (or the combination of a traffic violation and a preventable collision) and they possess an acceptable long-term driving history. Serious traffic violations (i.e. reckless/careless drving, DUII) or a history of multiple lesser violations, are cause for driver rejection or suspension.

A service partner can request a waiver from Ride Connection due to union or other contractual policy conflicts that may prohibit compliance with this or other policies.

3.5 Oregon's DMV Automated Reporting System

Upon approval, all Oregon drivers are enrolled in the Driver and Motor Vehicle Services Division's (DMV) automated reporting system. This system alerts Ride Connection when a driver has been involved in a reportable collision or has received a traffic law violation or a suspension. Once notification is received, Ride Connection alerts the driver's service partner.

Ride Connection bi-annually obtains driving histories of drivers that reside in the state of Washington.

3.6 Preventable/Non-Preventable Collisions

Classifying collisions as preventable or non-preventable is a difficult task because there are so many different factors that contribute to the incident. In most circumstances, each driver involved in a collision contributes to it in some degree. Every driver has the potential to avoid a collision through their own actions. Therefore, Ride Connection views all collisions as preventable until adequate contradictory documentation is received.

Adequate documentation includes an unbiased third-party account of the incident that clearly demonstrates that the driver involved did everything in his or her power to avoid the collision. The documentation may include a police statement or record of the other party's insurance paying for the damages, and a narrative description signed by the driver. If the collision happened in a Ride Connection vehicle or while the driver was transporting a Ride Connection passenger, the service partner will be required to submit a Ride Connection Collision Report (Form 700-5). Refer to Section 7.13.1,

Procedures for Program Managers, for appropriate processes. All collisions will be investigated and follow up will be required.

Once proper documentation is received, Ride Connection will submit the documentation received to the Peer Review Committee. The Peer Review Committee will evaluate the information to determine whether or not there is evidence that the collision could have been avoided. After review, if the collision is determined to be non-preventable, Ride Connection will record its decision on the driver's record and the incident will not be counted. In very rare circumstances, Ride Connection may designate a collision as non-preventable without the aid of supporting documentation from an unbiased third party, i.e. rear-end collisions.

All other scenarios of determined preventability for collisions will be documented as an infraction on the individual's driving record. Regardless of the outcome of Ride Connection's decision, an individual's eligibility to drive may still be affected if two or more collisions demonstrate a pattern of unsafe driving.

Decisions made to terminate a driver's eligibility may be taken to the Peer Review Committee for appeal.

3.7 Driver Disqualification

Occasionally, a driver must be suspended, terminated, or required to complete intervention training as a result of policy violations or customer complaints.

Complete, objective, written documentation is an essential part of any disqualification process (see Section 3.8 Objective Documentation). The situation should be evaluated to see if grounds for suspension or termination are substantiated. Service partners must be able to objectively defend their decisions when challenged.

Grounds for immediate suspension or termination include, but are not limited to:

- Suspension or loss of a valid driver’s license;
- Lapse of required insurance coverage;
- Traffic law violation or chargeable collision;
- Physical limitations preventing safe and proper customer assistance;
- Criminal history conviction including, but not limited to, any crimes committed against a person;
- Reporting to work or training under the influence of alcohol or illegal drugs;
- Reporting to work under the influence of a prescribed medication that has not been reported to and approved by the service partner;
- Failure to represent Ride Connection or the service partner in a positive manner in the community;
- Inability or unwillingness to properly assist all customers;
- Violence or theft;
- Improper conduct;
- Failure to follow defensive driving techniques;
- Violation of program confidentiality policies;
- Violation of the conflict of interest policies;
- Repeated collisions or a single serious collision (i.e. reckless driving);
- Failure to comply with training requirements; or
- False documentation of program records.

If driving has been restricted for any medical reason, a written physician's release is required before returning to driving (sample Form 300-4: Physician’s Statement).

Reasons for intervention training include, but are not limited to:

- A moving violation;
- A preventable collision or a series of collisions (preventable or non-preventable);
- Customer complaint about driving performance or customer service skills;
- Staff or driver observation of changes in mental condition, general health or stamina which affect the ability to perform job responsibilities; or
- Improper program documentation.

3.8 Objective Documentation

Objective documentation is always written and refers to what was seen, heard or measured. Objective documentation is not what was “felt” or “sensed,” which is subjective. Objective documentation of performance should be ongoing and a common occurrence. This documentation is necessary for tracking driver development.

3.9 Appeal Process

In the event that a driver is involved in a collision, a series of collisions, an incident or complaint of concern, or demonstrates a pattern of unsafe driving, or anything occurs that affects their eligibility to drive, the Program Manager will be notified. The Program Manager can challenge the ineligibility to drive by submitting a written appeal to be reviewed by the Peer Review Committee. The Peer Review Committee will review the driver’s file and collision information and make a recommendation to Ride Connection on the driver’s continued eligibility. Ride Connection will make a final determination of eligibility based on the Peer Review Committee’s recommendation.

3.10 Strengthening Relationships between Paid and Volunteer Drivers

All employees and volunteers should be properly trained, supervised and managed under the same policies. Without proper management, conflicts can arise when volunteers and paid employees do the same or similar work. To avoid these conflicts, the following guidelines have been established:

- Discuss with staff how volunteers can be placed to improve services without displacing paid workers;
- Provide volunteers with the same careful placement and expectations as paid employees;
- Provide equal orientation and training to both volunteer and paid drivers;
- Establish a clearly defined chain of command;

- Assure volunteer and paid drivers have clear position descriptions that include accurate descriptions of responsibilities.

A volunteer driver can create the same liability for a service partner as a paid driver. Using best practices in managing driving staff leads to a positive experience for all involved.

3.11 Performance Evaluations

Service partners are required to create a plan to complete regular performance evaluations for all volunteers and paid employees. The following guidelines are recommended when developing a performance evaluation plan:

- Service partners are encouraged to establish a schedule whereby all volunteers and staff receive a minimum of one performance evaluation annually.
- The evaluation process should include a road performance evaluation for drivers.
- Drivers should be observed performing vehicle operations and customer service.
- Following a performance evaluation, the Program Manager and driver should meet to discuss the observations.
- The performance evaluation and discussion should be documented, signed and become a permanent part of the driver personnel file.
- If needed, a plan of correction should be developed and additional training provided.
- Positive documentation should also be included in the driver personnel file.

Performance evaluations provide an excellent opportunity for Program Managers to give feedback to drivers about their performance and also receive feedback from drivers about the program. Evaluations are essential in identifying drivers who should no longer transport customers or may need intervention training. They also help secure equitable insurance rates. Evaluations should be conducted at least annually.

3.13 When Drivers Leave the Program

When a volunteer or paid employee leaves the program, service partners should ask for their participation in an exit interview. This provides an opportunity for the program to receive feedback about the volunteer or employee’s experience. Questions might include the following:

- Did the position match the work you desired?
- Why have you decided to leave your position?
- How would you describe your relationship with other volunteers and/or paid staff?
- How would you describe your relationship with program staff?
- Do you feel you were placed in a position compatible with your skills?
- What was the greatest challenge you faced in your position?
- Would you recommend this position to others?
- Is there anything we could have done differently that may have affected your decision to leave?

When a volunteer or paid driver leaves the program, notify Ride Connection. The individual’s name must be removed from the Driver and Motor Vehicle Services Division Automated Reporting System. If Ride Connection is not notified, a fee may be imposed.

Section 4: Code of Ethics

Ethical driver and concierge conduct contributes to the overall success of a program and engenders community respect. All transportation staff and volunteers are bound to a code of ethics that protect the customer, the community and themselves.

4.1 Traffic Laws

All drivers must be familiar with and adhere to state and local traffic laws and regulations. Depending on the severity, violations of traffic laws or chargeable collisions can result in additional training or termination. Drivers who have their licenses suspended or revoked are subject to immediate termination.

4.2 Controlled or Illegal Substances

The use, sale, distribution or possession of alcohol, a controlled substance, a drug not medically authorized, or other substance which impairs the job performance of a paid employee or volunteer is strictly prohibited and will result in swift disciplinary action.

The appropriate use of legally prescribed drugs and non-prescription medications is not prohibited. However, the use of any substance which carries a warning label that indicates that mental functioning, motor skills, or judgment may be adversely affected must be reported to the Program Manager and the employee is required to provide a written release from his/her doctor or pharmacist indicating that the employee can perform his/her job functions.

Service partners who receive certain funding types are required to have an employee substance abuse testing and training program as mandated under U.S. Department of Transportation (DOT) Federal Transit Administration (FTA) or Federal Highway Administration (FHWA) regulations. Individuals performing safety-sensitive functions must abide by all regulations as set forth in their Drug and Alcohol Policy. See section 3.2 Selection Process to determine FTA/FWHA requirements.

4.3 Theft, Violence, and Gross Negligence

Service partners must have policies in place to prohibit theft, violence and gross negligence. The purpose of these policies is not only to protect the customer and service partner, but also to protect the driver and concierge from false accusations of misconduct.

The following are examples of offenses that are grounds for immediate termination:

- Theft of funds, equipment or services;
- Gross negligence with regard to the safety and well-being of self, customers, general public or program equipment;
- Engaging in physical or verbal confrontations while on duty; and
- Failure to provide high quality customer service or positively represent the service partner or Ride Connection.

4.4 Confidentiality Rights and Conflict of Interest

Ride Connection and all subcontractors must comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Confidentiality should be reviewed regularly in each program. Transportation volunteers and employees often know or become familiar with customers. While it is desirable to establish a positive relationship with customers in order to provide the best possible service, it is important to avoid situations that can create “Conflicts of Interest.”

Drivers and concierges should sign a confidentiality statement and acknowledge an understanding of confidentiality rights (Form 400-1: Confidentiality Form).

Violations of confidentiality or conflict of interest policies are grounds for termination. The following must serve as guidelines for the sharing and handling of customer information by transportation program representatives.

4.4.1 Confidentiality Rights

In the course of managing information necessary for transporting customers, service partners have access to confidential information. Additionally, sometimes customers can confide in a trusted driver or concierge. Right to Confidentiality is breached when information received from or about customers is repeated to persons other than a supervisor. Transportation volunteers and employees are encouraged to share their concerns with their supervisor, but not with coworkers, family, or friends. Only information that the supervisor "needs to know" should be communicated. Similarly, the names of individuals receiving service from a program must not be shared.

Only information necessary to obtain the needed service should be recorded or shared unless the customer has given written consent. If a customer is not able to give permission to share information for their well-being, the driver and their supervisor should use their best judgment to share information only to ensure that needed services are provided.

Under some circumstances, the volunteer or employee is required to share information. This applies when evidence of abuse is noticed by the employee or volunteer. When abuse is suspected, relevant information must be conveyed to the supervisor, but not to coworkers, family, or friends.

4.4.2 Conflict of Interest

Conflict of Interest occurs when personal arrangements for transportation are made with customers outside the scope of duties as a program volunteer or employee. Such arrangements are prohibited and can lead to serious liability issues for the driver, the partner, and Ride Connection.

Customers should not have access to personal phone numbers and addresses of transportation volunteers and employees. Customer requests for this information should be relayed to the Program Manager.

Transportation volunteers and employees should not ask personal questions of customers nor suggest medical, legal or other professional or treatment advice.

Program personnel will not use to their personal advantage any customer information gleaned in the course of their duties.

4.4.3 Whistleblower Policy

All Ride Connection partners are required to have a Whistleblower Policy providing procedures and protection for their employees, directors, officers and volunteers who report potential violations of the Code of Ethics and Conflict of Interest policies. Ride Connection's Whistleblower Policy may be used as a guide.

Section 5: Successful Volunteer Management

Volunteers are an essential part of Ride Connection's mission. Their motivation, dedication and interaction with customers add a personal touch to the essential transportation needs of older adults and people with disabilities.

Volunteers:

- Expand service partners' capacity to deliver service;
- Provide a level and quality of service that is unmatched; and
- Keep service partners in better contact with the community.

Volunteer programs require the same type of management efforts that any other operation requires. All of the basic steps in program development and design apply. Elements to take into consideration are: volunteer motivation, the needs of the organization and the organization's focus on volunteerism. The connecting point of these elements is the volunteer's experience. To ensure that the volunteer's experience is rewarding, it is essential to develop plans that include policies and procedures on the following:

- Position descriptions;
- Recruitment and retention;
- Screening and interviewing;
- Orientation and training;
- Supervision;
- Retention, recognition and appreciation; and
- Evaluation.

5.1 Position Descriptions

It is important to develop position descriptions that provide a summary of the work and activities performed by volunteers. These can function as a tool for supervising and evaluating volunteers. All position descriptions must contain: title, purpose, qualifications, timeframe, supervision and benefits. Sample driver and concierge position descriptions are provided as attachments to this manual (Attachments 30-1 and 30-2).

5.2 Recruitment

“Make a community connection. Give the gift of mobility.”

It is important to share this message with individuals and groups in the community.

An initial step in volunteer recruitment is to create a resource development plan to share goals and accomplishments with the community. Community resources are all around us and with time we can identify those assets that will strengthen our programs.

One way to begin identifying potential community resources for volunteer recruitment is to identify current or lapsed community connections. Ride Connection’s Volunteer Outreach Specialist can help in this process.

By identifying community assets, Ride Connection and service partners can create both immediate and long term goals for volunteer recruitment. The more you know about your community, the more possibilities there are for volunteer recruitment and engagement. You can build a community of individuals interested in transportation issues for older adults and people with disabilities. Volunteers will share their stories of volunteering with others and the network of volunteers can grow and make a powerful impact throughout the community.

It is also helpful to understand why people volunteer. Here are a few examples:

- To give back to the community/get involved;
- To feel a part of something;
- To leave a legacy;
- To make a difference;
- To make friends, meet people;
- Because it is rewarding;
- To keep in touch with the community.

The volunteer resource development strategy includes outreach to businesses, community groups, fraternal groups, faith-based organizations and transportation groups. Some identified resources include:

Business associations and groups;
Community groups (neighborhood/interest groups such as the Overlook Neighborhood Association);
Veteran groups;
Corporate volunteer groups (PGE, Symantec);
Retiree and alumni groups (Portland Community College's Senior Studies Institute, Portland State University's Senior Adult Learning Center);
Faith-based groups, congregation clusters and coalitions within a congregation;
Fraternal groups (Lions Clubs);
Transportation groups (Go Lloyd);
Advocacy groups (, The Arc of Multnomah-Clackamas); and
Groups who may have flexible work hours (e.g. realtors, insurance agents, appraisers).

Each service partner serves a different geographic area or a specific targeted population, and their services and volunteer needs vary. Ride Connection can work with each service partner to understand its individual capacity for screening, placing and retaining volunteers.

In addition to overall recruitment of volunteers for the network, Ride Connection can also work with service partners to create a specific resource development outline appropriate for that agency's needs.

By working together to strategically communicate to community groups, not only will the volunteer base increase, but our names will become more familiar in the community. This will generate more interest and dedication from the community, and the network will grow stronger.

These are some outlets for reaching prospective volunteers:

Ride Connection volunteer web page with current and urgent volunteer listings--www.rideconnection.org;

Current volunteer listings on “Hands On Greater Portland” or “Volunteer Match” websites-- www.handsonportland.org and www.volunteermatch.org;
Regular volunteer opportunity announcements in community e-newsletters;
Flyers and brochures posted in businesses, churches and community organizations;
Newspaper and newsletter articles highlighting a Ride Connection partner agency; and
E-mail distribution lists specific to partner agencies.

5.3 Screening and Interviewing

Maintaining a well-trained, enthusiastic staff of drivers is key to the success of any community transportation program. Service partners and Ride Connection have the responsibility of assuring that transportation volunteers and staff have the necessary tools for success. Success depends on proper selection and management of all volunteers, which includes quality program orientation, training and evaluation.

Refer to Section 3, Establishing and Maintaining a Driver Pool, for specific requirements.

Ride Connection approves drivers and concierges based on the outcome of the selection process. The policies for approving drivers and concierges apply to all service partners and can be found in Section 3, Establishing and Maintaining a Driver Pool.

For liability purposes and to assure equality for all applicants, procedures are followed when conducting a personal interview. Refer to Section 3, Establishing and Maintaining a Driver Pool, for specific requirements.

5.4 Orientation and Training

It is essential for volunteers to have a clear understanding of what is expected of them. This may be accomplished through a well-developed orientation and training.

Orientation:

All drivers and concierges providing service in agency vehicles, or their own personal vehicles must receive program orientation training. This orientation not only makes the volunteer feel welcome but also gives them information about your agency. This training should cover all aspects regarding the service partner's policies (i.e. mission, values, job description, donation policy, code of conduct, etc.). Service partners should have a written manual for volunteers which describes what is expected of them. Ride Connection's Volunteer Manual (Attachment 50-1) can be used as a guide.

Training:

In addition to any on-the-job training given at the service partner level, all volunteer drivers are required to complete the following trainings, with the exception of the Ride Together program (see policy for details):

Vehicle Orientation with Wheelchair Securement, if using an accessible vehicle;
Vehicle Orientation and Test, plus Experience;
Bloodborne Pathogens Training;
Defensive Driver Training; and
The Best Ride: A Passenger Care and Assistance Workshop.

In addition to these required trainings, Ride Connection recommends the following trainings:

Customer Service Training;
Dialysis Transportation Training; (If transporting customers on dialysis)
CPR; and
First Aid.

Refer to Section 6, Training for specific details on each type of training.

5.5 Supervision and Ongoing Support

In order to maintain an effective and high quality volunteer program, staff must dedicate time to communicate with and supervise volunteers. Both Ride Connection and service partners take responsibility for ongoing volunteer support. Volunteers should have a place to check in and gather. They must know who their contacts are at the agency in case they have questions.

Support of volunteers within the Ride Connection network may include the following:

Service Partner support;
Giving new volunteers the opportunity to shadow or be mentored by seasoned volunteers;

Regular driver meetings;
A bulletin board with “driver of the week” and/or personal driver biographies;
A format for comments, suggestions, challenges and successes from volunteers;
A break room, or sitting area that makes the setting inclusive;
Driver/volunteer newsletter or other method of regular communication;
Service reflection: conversations with the Volunteer Outreach Specialist to encourage volunteers to share successes and challenges of volunteering. Service reflection allows volunteers to feel like they are part of a bigger picture of dedicated volunteers who give the gift of mobility to older adults and people with disabilities;
Ask volunteers for feedback through service partner’s newsletter. Encourage their comments by phone, email and letter;
Ride Connection’s Volunteer Outreach Specialist may attend driver meetings to give support and encouragement, as well as share transportation success stories from other parts of the country;
Thank you notes sent to volunteer from Ride Connection;
Community resource visits between Ride Connection and service partner for volunteer recruitment planning and coordination.

It is important to share with the Ride Connection Volunteer Outreach Specialist how communication is accomplished with volunteers. Volunteers need to know that they are part of a national movement of people helping people, neighbor to neighbor, within thousands of communities.

5.6 Retention and Recognition

Make your office a welcoming place. Is the building barrier-free? Is there adequate signage so people can find your location easily? Is the volunteer application process clear and straightforward?

Ride Connection’s Volunteer Outreach Specialist can assist in making your organization “volunteer friendly.” Volunteers are a great asset in our agencies. The gift of mobility is precious, and we need volunteers to help deliver that gift. Encourage and invite volunteers to get involved in your agency!

Volunteers require a certain level of attention, care and support. A distinguishing characteristic of a volunteer from a paid employee is that he or she is doing the work more out of personal commitment and gratification than out of a desire for financial gain. Knowing a volunteer's motivation is an important factor that contributes to retention.

Each volunteer dedicates his or her service for a different reason. Ride Connection and service partners make a point of getting to know their volunteers to assure that the relationship is positive for both the volunteer and the customer. Knowing the type of recognition your volunteers' desire is important. Some volunteers appreciate public recognition, others don't.

Think of ways to celebrate and show appreciation for their time and work, both formally and informally. Show volunteers how they are a part of your community. Make them feel appreciated for their contributions daily.

5.7 Evaluation

Service partners are required to create a plan to complete regular performance evaluations for all volunteers. Refer to Section 3.11, Establishing and Maintaining a Driver Pool, Performance Evaluations, for guidelines when developing a performance evaluation plan.

Performance evaluations provide an excellent opportunity for Program Managers to give feedback to drivers about their performance and also receive feedback from drivers about their experiences and challenges.

Section 6: Training

Ride Connection strives to maintain a culture of safety and service by providing comprehensive support and training programs for drivers. Creating a culture of safety includes providing quality, consistent and ongoing support to drivers. Ride Connection has developed a comprehensive driver safety and training program that supports a driver's ability to provide safe and reliable transportation and ensures that drivers have the skills necessary to operate specialized vehicles safely and to interact effectively with the community we serve. Our trainings are primarily offered in the classroom and online, though trainings may be offered virtually as the need arises and in response to health and public safety, or response to natural or other disasters require it.

Ride Connection requires specific training programs for all drivers operating vehicles or providing transportation services as part of the Ride Connection Network.

The following training requirements apply to all drivers, including those who drive agency vehicles, and those driving their own personal vehicles, with the exception of the Ride Together program (see policy for details):

- Program Orientation;
- Vehicle Orientation with Wheelchair Securement Training
- Road Experience and Road Test;
- Bloodborne Pathogen Training;
- Defensive Driver Training;
- The Best Ride: A Passenger Care and Assistance Workshop;

As program parameters specify, the following trainings may also be required for drivers:

- First Aid and CPR Training : and
- FTA and FHWA Drug and Alcohol Training.

The following training requirements apply to all concierges:

- Program Orientation
- The Best Ride: A Passenger Care and Assistance Workshop
- Bloodborne Pathogen Training

In addition to the required trainings, the following trainings are beneficial for drivers to participate in, but not required (unless otherwise stated):

- Customer Service Training;
- First Aid/CPR;
- Advanced Mobility Training; and
- What Every Driver Needs to Know About Dialysis Transportation

Online Trainings:

Ride Connection currently offers the following trainings through our online training platform, DigitalChalk:

- Safe at Any Age Defensive Driving,
- Bloodborne Pathogens Training,
- Respiratory Protection Program,
- What Every Driver Needs to Know about Dialysis Transportation,
- Health and Community Safety Guildeline courses, and
- Trainings required by funding sources (ie. CMS courses for NEMT).

Information about technical requirements, as well as instructions for how to access online classes is available online at: https://rideconnection.org/services/driver-training/onlineinstruction

Though OR-OSHA requires bloodborne pathogen training only for employees, it is a Ride Connection policy that all people in direct service positions, including volunteers, meet these guidelines.

6.1 Program Orientation

All drivers and concierges providing service in agency vehicles, or their own personal vehicles, must receive program orientation. This orientation is provided by the service partner and should cover all aspects regarding the service partner’s policies (i.e. mission, values, job description, donation policy, code of conduct, etc.). Program orientation must be performed prior to transporting customers.

6.2 Road Testing and Vehicle Orientation with Wheelchair Securement

Road Testing and Vehicle Orientation are required for all drivers providing services as part of the Ride Connection Network. Road Testing and Vehicle Orientation occur upon acceptance as a driver and must be completed prior to transporting customers or operating a Ride Connection vehicle. Drivers transporting customers utilizing their personal vehicles are required to complete road testing and vehicle orientation. Wheelchair Securement instruction is required for all drivers operating lift or ramp equipped vehicles.

Service Partners may choose to develop their own vehicle orientation and road testing policies. All aspects of Ride Connection standards must be included in the policies and all policies must be approved by Ride Connection.

Vehicle Orientation with Wheelchair Securement

Drivers must receive a thorough and documented orientation on each and every agency vehicle they drive.

If a driver changes the type of agency vehicle in which they are transporting customers, training and testing must take place on the new vehicle type.

For example:

- If a driver is trained and tested on Minibus A, but is asked to drive Minibus B, documented vehicle orientation must be completed on Minibus B.
- If a driver has been trained and tested on a Minibus and is asked to drive a Minivan, documented vehicle orientation must be completed on the Minivan.
- If a driver has been trained and tested on a Minivan and is asked to drive a Minibus, documented vehicle orientation and a road test must be completed on the Minibus.

Road Testing and Annual Observation

Road testing is required prior to transporting clients and for cause when appropriate.

Drivers must be evaluated at least annually and for cause when necessary. Annual evaluations, which should include road observation, are required for anyone who is driving an agency vehicle. Though not required for Personally Owned Vehicles, annual reviews with road tests are highly recommended.

Annual reviews are an opportunity to identify drivers who may have developed poor driving habits and allow the supervisor to coach drivers on safe driving behavior.

Requirements for Road Testers

A person trained and authorized by Ride Connection must perform the road testing and vehicle orientation. Service Partners can designate a representative to provide the training and testing. To assure continuity in presented material, all Road Testers must complete a classroom training and be authorized by Ride Connection before performing road tests.

All road testers must be approved drivers and complete all driver training and testing requirements prior to authorization as a road tester. Road Testers have the responsibility to provide a comprehensive assessment of the driver’s readiness to safely and effectively perform the duties of a driver. They must also be able to operate the vehicle safely should they determine that the driver being tested is unsafe to do so.

Contact the Training Department to request training for any new Road Testers.

6.3 Bloodborne Pathogens Exposure Control

The following controls and work practices will prevent the transmission of Hepatitis B Virus (HBV), Hepatitis C Virus (HCV), Human Immunodeficiency Virus (HIV) and other bloodborne pathogens.

6.3.1 Exposure Control Plan

Each service partner is responsible for having an exposure control plan in place. This exposure control plan must include the following to meet Oregon OSHA guidelines:

- Determination of employee's/volunteer's potential exposure;
- The schedule and methods that will be used by the agency to comply with OR-OSHA guidelines (examples include: engineering and work practice controls, personal protective equipment, housekeeping and communication of hazards to employees); and
- The procedure for the evaluation of circumstances surrounding exposure incidents including making available to the exposed employee/volunteer a confidential medical evaluation and follow-up.

Provisions must be made to ensure that a copy of the exposure control plan is accessible to all employees/volunteers. It must be reviewed and updated at least annually and whenever necessary to reflect new or modified tasks and procedures which could impact the potential for occupational exposure. Ride Connection has its own exposure control plan and you may use this as a guide to design your exposure control procedures (Attachment 60-3: Sample Bloodborne Pathogen Exposure Control Plan).

6.3.2 Exposure Control Training

Bloodborne Pathogens Exposure Control training should be provided to all new drivers and concierges prior to transporting or assisting customers. This training is included in the standards for vehicle orientation and road experience trainings. In addition, all drivers and concierges must receive bloodborne pathogen exposure control training annually, or whenever duties or policies change in ways that affect occupational exposure to blood or other potentially infectious materials. Bloodborne pathogen exposure control training is the responsibility of the partner agency. Support materials are available from Ride Connection and include: Preparation, Safety and Training: Your Keys to a Safe Trip video, brochure and quiz (Form 600-6: Bloodborne Pathogen Quiz). For copies of these support materials, contact the Training Manager. Drivers and concierges should sign a document verifying receipt of instruction and an understanding of proper bloodborne exposure control procedures; the Bloodborne Pathogen Quiz (Form 600-6) may be used as this document. The signed document becomes a permanent part of the personnel file.

It is important to remember that universal precautions must always be observed. This method of infection control requires you to assume all human blood and human body fluids are infectious for HBV, HIV and other bloodborne pathogens. "Contamination" is defined as the presence or reasonably anticipated presence of blood or other potentially infectious material.

The Bloodborne Pathogens Exposure Control training is available online. For more information, contact Ride Connection's Training Manager.

6.3.3 Body Fluid Clean-up Kit

All vehicles used to transport customers, including drivers using their personal vehicles, must have a Body Fluid Clean-up Kit in a convenient location inside the vehicle. Body Fluid Clean-up Kits are different from First Aid kits in that they contain products that minimize exposure to infectious body fluids.

6.3.4 Exposure Procedures

An exposure incident is a specific exposure or contact with blood or other potentially infectious materials, to non-intact skin, or mucous membrane exposure. In the event that a transportation driver or concierge is exposed to blood or other human body fluids, the following procedures should be followed:

- The driver must follow appropriate procedures to minimize exposure and assure proper disposal.
- The driver documents the exposure incident. A sample format of an exposure incident report (Form 600-3: Exposure Incident Report) is attached. The Transportation Manager must contact Ride Connection within 24 hours of the exposure incident.
- The Transportation Manager encourages the volunteer or employee to meet with his/her personal physician.
- Ride Connection and the partner agency will conduct post-exposure evaluation and follow-up.

In the event of an incident that does not have exposure contact, an incident report must be completed (Form 200-1: Incident Information Form).

6.4 Defensive Driving Training

All drivers, paid and volunteer, providing service in an agency vehicle or personal vehicle, must complete a state-approved classroom defensive driver training. Drivers must complete the training prior to operating a vehicle. Drivers under the age of 70 must repeat defensive driver training every three years. Drivers age 70 and older must repeat defensive driver training every two years. Proof of course completion must be documented in the driver's personnel file and a copy submitted to Ride Connection.

6.4.1 Safe at Any Age

Ride Connection offers a state-approved defensive driver course, Safe at Any Age. This course is designed for safe drivers who have years of driving experience. It is a review of the basic defensive driving skills used to avoid collisions and maintain excellent safety records.

6.4.2 Defensive Driving Recertification Test

Drivers who have completed a state approved defensive driver course and are not interested in the eligibility for insurance discount can complete a recertification test at their required renewal date. Note that this is an option only every other training cycle. For example, if a driver took a defensive driving class in 2017, they would be eligible to recertify with this test in 2020 but would be required to take a class again in 2023.

The recertification test is an option only for drivers/concierges who hold current approved driver status. If a driver has been inactivated for any reason he/she must attend a classroom training session to meet training requirements.

If the recertification test is being utilized as an option, the driver should receive the review material (Attachment 60-5: Defensive Driving Review) and test (Form 600-4: Defensive Driving Recertification Test). Once the test has been taken it should be submitted to Ride Connection for scoring. The driver taking the test must receive a score no lower than 32 out of 40 possible points. If the score is not met, he/she is able to retake the test. If the test is not passed on the second attempt, the driver will be required to attend a Defensive Driving class session to fulfill the training recertification requirement. Upon completion of scoring, Ride Connection will send a certificate to document that the driver has fulfilled his/her training requirement.

6.5 The Best Ride: A Passenger Care and Assistance Workshop

All drivers and concierges providing service in an agency or personal vehicle must complete the The Best Ride: A Passenger Care and Assistance Workshop training session within 90 days of their approval date. The Best Ride is a four-hour course offered by Ride Connection and must be repeated every three years by all transportation drivers and concierges.

The course is designed to provide drivers and concierges with a basic understanding of some of the physical and psychological differences that may affect their riders and offer tips to assure a positive experience for all involved.

6.5.1 The Best Ride: A Passenger Care and Assistance Workshop Recertification Test–CURRENTLY UNAVAILABLE

This test was designed to meet the Ride Connection certification requirements for drivers who have previously taken a The Best Ride: A Passenger Care and Assistance Workshop classroom session.

The recertification test is an option only for drivers/concierges who hold current approved driver status. If a driver has been inactivated for any reason he/she must attend a classroom training session to meet training requirements.

The option for drivers to take the recertification test instead of attending The Best Ride is only available on every other renewal date. For example, if a driver took The Best Ride class in 2018, they would be eligible to recertify with this test in 2021 but would be required to take a class again in 2024 (Attachment 60-6: The Best Ride: Instructions for Program Coordinators).

If the recertification test is being utilized as an option, the driver should receive the review material (Attachment 60-7: The Best Ride: A Passenger Care and Assistance Recertification Review) and test (Form 600-5: The Best Ride: A Passenger Care and Assistance Recertification Test). Once the test has been taken it should be submitted to Ride Connection for scoring. The driver taking the test must receive a score no lower than 32 out of 40 possible points. If this score is not met, he/she is able to retake the test. If the test is not passed on the second attempt, the driver will be required to attend a The Best Ride class session to fulfill the training re-certification requirement. Upon completion of scoring, Ride Connection will send a certificate to document that the driver has fulfilled his/her training requirement.

6.6 FTA/FHWA Drug and Alcohol Training

Some service partners are contractually obligated, based on federal funding sources or the capacity of their vehicles, to have an employee substance abuse training program as mandated under U.S. Department of Transportation, Federal Transit Administration (FTA) or Federal Highway Administration (FHWA) regulations. The following trainings are required:

6.6.1 Safety Sensitive Personnel Training

The FTA and FHWA require that employees performing safety-sensitive functions receive at least 60 minutes of training on the effects and consequences of prohibited drug use/alcohol misuse on personal health, safety, and the work environment, the signs and symptoms of prohibited drug use/alcohol misuse, as well as resources for helping someone deal with a drug or alcohol problem. Ride Connection's Safety Sensitive Personnel training complies with these FTA and FHWA requirements.

6.6.2 Reasonable Suspicion Training

The FTA and FHWA require that supervisors of employees performing safety-sensitive functions receive at least 60 minutes of training on the signs and symptoms of alcohol misuse and 60 minutes on the signs and symptoms of prohibited drug use. Ride Connection's Reasonable Suspicion Supervisor Training complies with these FTA and FHWA requirements and also includes information on what constitutes a reasonable suspicion referral, as well as how to conduct a reasonable suspicion interview.

6.7 Dialysis Transportation Training

The Dialysis Transportation training is an training which provides drivers with the information they need to ensure safe, comfortable trips for their passengers who travel to and from dialysis treatment.

6.8 Advanced Mobility Training

This course provides attendees with a greater understanding of mobility equipment that is in use and how to best secure these devices.

6.9 First Aid and CPR Training

Under certain contracts, drivers are required to be trained in First Aid and CPR. Training should be comprehensive in techniques of adult CPR and basic first aid and meet the guidelines established by the Occupational Safety and Health Administration (OSHA). First Aid Training must include a hands-on, skills-based component. While instructor led First Aid and CPR training is preferred, online only First Aid/CPR courses may be accepted as the need arises and in response to health and public safety, or if natural or other disasters require it. Please contact the Training Manager for our recommendations or for any questions.

6.10 Train the Trainer

Each service partner can identify person(s) to serve as trainers for all required training courses. Contact the Training Manager for criteria and additional information.

6.11 Coaching and Additional Training

Reasons for intervention training can include, but are not limited to:

- A moving violation;
- A preventable collision or a series of non-preventable collisions;
- A pattern of demonstrated unsafe driving habits;
- Customer complaint about driving performance or customer relations abilities;
- Staff or driver observation of changes in mental condition, general health or stamina, which affects the ability to perform job responsibilities; and
- Improper program documentation.

6.12 Training Replacement

Service partners can submit replacement training plans to Ride Connection for approval. Approval is granted based on course content and service partner's documentation supporting equivalent training standards.

6.13 Training Documentation

The service partner is responsible for assuring drivers are current on all training requirements. Training documentation, including certificates of completion, is maintained in the driver file (see more information on driver files in Section 9.1 Driver Records). Training requirements apply to all programs operating Ride Connection vehicles or providing service as part of the Ride Connection Network.

Section 7: Vehicle Administration and Operation

Vehicle administration and operation is the responsibility of the service partner who has been assigned the vehicle.

7.1 Purchasing a Vehicle

Ride Connection applies for replacement and/or expansion vehicles through the following process.

Vehicles are eligible for replacement after FTA/ODOT's and Ride Connection's Useful Life Standards have been met.

Ride Connection must follow all federal and or state regulations for all purchases made using Governmental assistance.

Ride Connection will follow funder/funding agency's contract requirements for all non-Governmental funded procurements.

Once the vendor has been selected, Ride Connection will follow vehicle purchasing procedures for each vehicle ordered. Vehicles generally take three to nine months to arrive. Any match amount, cost overage, the title and registration fees will be billed to the service partner immediately after delivery. Prior to delivery, all vehicles must pass inspection and all required documents must be obtained.

Arrangements for vehicle insurance must be accomplished and documented prior to vehicle delivery. Proof of insurance is sent to Ride Connection. Once the vehicle is insured and has passed inspection, a time is arranged for new vehicle orientation training and delivery.

7.2 Licensing and Registration

Ride Connection registers, applies for the title and purchases the license plates and tags for all new vehicles. The plates and tags for minivans are given to Ride Connection and then are mailed to the service partner. The license plates and tags for minibuses are registered as a charitable non-profit vehicle and receive a discounted registration fee. These plates, tags and temporary registration cards are sent from the DMV headquarters in Salem and can take anywhere up to three months to arrive at Ride Connection. Once Ride Connection receives the plates and tags they are mailed to the service partner. The service partner will be billed for the costs of registering a new vehicle.

When it is time to renew the registration for minibuses and minivans, Ride Connection will mail the DMV form to the service partner. Vehicles must pass a DEQ inspection in order to obtain a DEQ Certificate of Compliance. It is the responsibility of the service partner to submit the DEQ Certificate of Compliance, Vehicle Registration Renewal form and payment to DMV. Once this information is processed by the DMV they will send a current vehicle registration form and new tags to the service partner. A copy of the renewed vehicle registration must be faxed or mailed to Ride Connection.

7.3 Vehicle Insurance

Vehicle insurance is mandatory for all vehicles. Service partners are encouraged to compare rates and benefits when purchasing this insurance. All insurance policies must be purchased only from companies that are authorized to do business in Oregon, unless the service partner is adequately self-insured. Service partners must purchase and maintain insurance policies that provide the required limits of liability in accordance with their contract(s). When required by applicable funding contracts, Certificates of Insurance for Ride Connection and agency vehicles must identify parties listed in their contract(s).

Drivers providing service in their personal vehicles (POV) are required to have coverage that is in compliance with the state legal limits of liability.

7.4 Emergency Backup Plan for Daily Operations

Each agency must develop an emergency backup plan in the event of a breakdown or collision during normal service delivery hours. All drivers, including those who use their own vehicles, must have a procedure to follow in the event of an emergency. This procedure ensures customer and driver safety. Ride Connection provides a sample emergency backup plan (*sample Form 700-1: Emergency Backup Plan for Daily Operation).*

7.5 Fifty-Mile Backup Plans

Backup plans must be prepared for all special transportation plans and recreational trips provided by Ride Connection vehicles if the trip destination is beyond a 50 mile radius from the partner location. A Fifty-mile Backup Plan must be prepared for the trip and submitted to Ride Connection (*sample Form 700-2: Fifty-Mile Backup Plan).* In the event the vehicle should break down or become involved in a collision, the Fifty-Mile Backup Plan will specify the procedure and contacts necessary to safely transport customers home and deliver the out-of-service vehicle to the service partner site or service/repair site. An on-call contact person can assist in carrying out the backup plan.

7.6 Vehicle Utilization and Special Transportation Arrangements

Effective utilization of the vehicle fleet is a contractual requirement of service partners. Ride Connection encourages service partners to make their vehicles available to community organizations and programs when the vehicles are not in use.

When possible, a shared vehicle agreement should be arranged when a community organization or group would like to borrow a vehicle from a service partner. A Shared Vehicle Agreement (Form 700-3: Shared Vehicle Agreement) must be completed and approved by Ride Connection.

The Shared Vehicle Agreement must specify which organization will be responsible for providing insurance coverage~~. Service partners may charge the community organization or group for costs associated with the ordinary wear and tear of the vehicle, and may require the borrower to pay fuel costs.~~ The service partner, lessee (organization borrowing the vehicle) and Ride Connection must sign the agreement.

Under the Shared Vehicle Agreement, the service partner's responsibilities will include:

Communicating to the lessee ~~usage fee payment~~ any necessary procedures;
Completing a vehicle mileage and trip log;
Coordinating pick-up and return of vehicle and keys; and
Coordinating vehicle orientation training.

Ride Connection must be given contact information for the borrowing organization to provide regularly scheduled service partner report updates and monitor the organization's driver trainings. All drivers must complete the driver approval process prior to transporting their group. Drivers are required to adhere to all Ride Connection driver standards and training requirements.

If the borrowing organization will be traveling 50 miles beyond the partner location, a Fifty-Mile Backup Plan must be submitted.

7.7 Change in Service Delivery

All service partners and contractors must report any change in service delivery to Ride Connection, even if the changes are minor or temporary (i.e. inclement weather).

7.8 Inclement Weather

Many programs follow the school closure announcements to determine if transportation can be safely provided. If your program attempts service on inclement weather days, the vehicle operator can decline service if the driveway leading to the customer's location is unsafe to walk on or if assisting the customer to or from the vehicle is dangerous due to weather conditions. At times, this decision is made when the vehicle operator arrives at the customer's location. If weather and road conditions deteriorate through the day, only return trips should be attempted. The Program Manager should determine whether hazardous road conditions warrant services to cease.

If the ride is not urgent or life-sustaining, customers should be encouraged to reschedule their appointments. If weather conditions cause changes in program services, notify Ride Connection immediately.

7.9 Annual Vehicle Inspections

All Ride Connection vehicles must receive an annual inspection by Ride Connection's designated vehicle inspector. The cost of this is billed directly to Ride Connection. Service partners will be notified in advance so that they can schedule the most convenient inspection times. In addition to the Ride Connection annual inspection, FTA, ODOT Public Transit Division and/or other funders may periodically inspect vehicles in the Ride Connection fleet.

7.10 Daily Vehicle Pre- and Post-Trip Inspections

Daily pre- and post-trip inspections are mandatory for all vehicles. Pre- and post-trip inspections must be documented and kept in a file by vehicle for annual review. Drivers who operate lift-equipped vehicles are required to cycle the lift mechanism twice each day as part of the pre- and post-trip inspection, regardless of whether or not the lift will be used. This must be done before the vehicle is put into service for the day. Ride Connection provides a sample Pre- and Post-Trip Inspection Form for service partners to use (*Form 700-6: Daily Vehicle Pre- and Post-Trip Inspection Report)*. If service partners use their own form for pre- and post-trip inspections, it should include at minimum all the items checked on the Ride Connection Daily Vehicle Pre- and Post-Trip Inspection Report.

Drivers who use their personal vehicle to provide service should be encouraged to complete regular vehicle inspections and should be provided with information on how to inspect their vehicles properly.

Pre- and post-trip inspections should be done with care and consideration. The safety of the driver and the customer depend on it. The driver has the first opportunity to note mechanical defects or potential problems with his/her vehicle.

7.11 Vehicle Maintenance

The life of the vehicle is determined largely by routine and consistent preventative maintenance. Ride Connection network vehicles must be maintained according to the manufacturer's recommendations and warranty requirements (chassis, coachbuilder and lift system). However, other items may also be required (first aid, bloodborne pathogen kits and fire extinguishers). The vehicle management information system monitors and sends weekly reports to partners for past due and pending maintenance. Service partners are responsible for completing vehicle maintenance and repairs according to the above. Any deferred maintenance must be approved by Ride Connection and documented in the vehicle management information system.

Preventative Maintenance consists of all of the following for each vehicle in service:

- Daily Pre- and Post-Trip Inspections and cycling of lift;
- Timely reporting of mechanical defects and body damage;
- Regular and consistent servicing according to a vehicle's maintenance schedule that complies with manufacturer and warranty instructions; and
- Complete maintenance records entered into the vehicle management information system and a copy kept in the service partner's vehicle file.

7.12 Vehicle Preventative Maintenance Reimbursement

A preventative maintenance reimbursement program was established July 1, 2002. Under this program, service partners may receive partial reimbursement for the cost of preventative maintenance repairs and inspections incurred on Ride Connection network vehicles.

Some expenses are specifically disallowed. These disallowed costs include:

Vehicle fuel;
Vehicle oil, lubrication or engine fluids purchased for inventory;
Vehicle parts and other expendables purchased for inventory;
Shop supplies;
Repairs resulting from accidents covered by insurance;
Insurance policy deductibles, or other costs covered by insurance; and
Repairs that should be charged to warranties or service agreements.

Major component replacement and rebuilds such as transmissions and engines are eligible for reimbursement unless several components must be rebuilt or replaced. Other reimbursable maintenance includes: tire replacements and maintenance, lube/oil/filter changes, tune-ups, DEQ emissions tests, towing, scheduled maintenance, Ride Connection annual inspections, vehicle washes, and wear and tear repairs including associated parts, supplies and labor.

Inspections and repairs must be completed by an ASE Certified mechanic who is a Ride Connection approved vendor in order for the service to be reimbursed. Vendors will only be approved after Ride Connection has received a vendor application and required documentation. Business chains must submit a vendor application for each location. Contact Ride Connection or consult the vehicle management information system for a list of approved vendors.

Service partners are responsible for submitting all receipts for any maintenance performed on a Ride Connection network vehicle (including light bulb replacement) as soon as possible. Once invoices are received the vehicle management information system is updated.

This program is in effect while funds are available. If funding changes occur, service partners will be notified of the changes or discontinuation of the reimbursement program. Preventative maintenance is required on all Ride Connection network vehicles whether the reimbursement program is in existence or not.

7.13 Collision Procedures

All vehicles providing service must be equipped with an emergency envelope packet. This packet should be placed in an easily accessible location for the driver. The emergency envelope packet should include the following:

Emergency contact name and numbers;
Step by step procedures on how to secure the passengers and the scene;
List responsibilities of the driver;
Courtesy cards; and
Collision report.

All information should be easy to read, concise and to the point. Drivers must receive training on the emergency envelope packet during vehicle orientation training.

7.13.1 Procedures for Program Managers

Emergencies should be dealt with before a report is filled out. Call 911 if necessary. In severe circumstances, such as a fatality, a serious injury, or possible media involvement, inform Ride Connection immediately.

After a collision, the driver should contact his or her Program Manager immediately and fill out the Ride Connection Collision Report *(Form 700-5*). The Program Manager should notify Ride Connection and email them a collision report **within 24 hours**, or immediately if the situation is serious to incidents@rideconnection.org.

Completing a Ride Connection Collision Report in no way relieves the driver of the responsibility of filing a Driver and Motor Vehicle Services Division Traffic Accident and Insurance Report.

Ride Connection will investigate the collision information and provide recommendations to the service partner for follow up. The recommendations need to be addressed and action taken. If a driver has three preventable collisions within a period of three years, or shows a pattern of unsafe behavior, he or she will be removed from the Ride Connection driver pool. Ride Connection views all collisions as preventable until adequate contradictory documentation is received (see Section 3.6 *Establishing and Maintaining a Driver Pool, Preventable/Non-Preventable Collisions* for further information). An appeal of a preventable collision determination can be submitted to Ride Connection’s Peer Review Committee.

Complete and accurate records of any collision or claim of collision or incident, no matter how slight, must be kept in a permanent file. Legal actions can occur years after an incident.

7.13.2 The Collision Scene

In the rare case that a serious or disabling collision occurs, the Program Manager or a designated representative must immediately go to the scene of the collision to provide support and information. It is the responsibility of the Program Manager to represent the program at the collision scene in a way that avoids further liability.

- Assure that customers are accounted for and receive proper emergency services;
- Separate the driver from the collision scene;
- Speak for the program and the driver;
- The driver should be available to answer questions from police and fire authorities; and
- Assure that Ride Connection has been contacted immediately in the event of a serious collision.

A distraught or injured driver can increase liability for the program by comments made at the collision scene. Service partners should instruct drivers not to make statements about the fault of the collision at the scene.

Service partners that are contractually required to have an employee substance abuse testing and training program as mandated under U.S. Department of Transportation (DOT), Federal Transit Administration (FTA) or Federal Highway Administration (FHWA) regulations for individuals performing safety-sensitive functions must abide by all regulations regarding collisions as set forth in their Drug and Alcohol Policy (this includes making the driver available for testing).

7.13.3 Media Relations at the Scene of a Collision

Additional liability at the scene of a collision because of poor media relations should be avoided. Program Managers and program representatives should be familiar with and follow procedures when communicating with the media in the event of a collision. The following guidelines have been established:

- Assume the media is present;
- Project a professional image;
- Do not quote hearsay or speculation;
- Do not accept responsibility for the collision;
- Explain “no comment” by saying, “I don’t have enough information to answer that question accurately”;
- Never speak “off the record”;
- When interviewed on camera or video, carefully select the background; do not stand in front of the crash while being filmed, stand by a tree or neutral background; and
- Contact Ride Connection immediately in the event of a serious collision.

After a collision, it is important to remain in contact with the driver and customers and show genuine concern for their well-being. Careful consideration should still be given not to increase liability when making this contact.

Section 8: Service Delivery

Ride Connection and Ride Connection's service partners are responsible for delivering quality service to customers. Policies and procedures are in place to ensure that service is fair, safe, efficient, accessible and compliant with regulations.

8.1 Call Taking, Scheduling and Dispatching

Ride Connection service partners can choose to take their own calls, schedule, and dispatch their own rides or use the Ride Connection Service Center to provide some or all of these services. Advantages of using the Ride Connection Service Center include:

- One phone number for customers to call for all transportation needs;
- Translation/language interpretation services available for customers who request them;
- Increased coordination opportunities for individual trip requests (ride sharing);
- Reduced driver downtime;
- Increased route efficiency;
- Technical support for software and reporting tools;
- Rider's Guides;
- Assistance in creating monthly reports;
- Assistance with calling customer to confirm rides; and
- Assistance with scheduling.

8.2 Service Policies and Procedures

Programs must have a comprehensive listing of operation policies and procedures available to staff and customers. The policies and procedures must be available in a format that is brief and concise and must contain at least the following items:

- Description of service;
- Service area;
- Days and hours of service (including a list of observed holidays);
- Reservation, scheduling, trip cancellation procedures;
- Customer responsibilities;
- Traveling with children;
- Traveling with service animals and pets;

- Driver assistance;
- Transportation service closures/Inclement weather;
- Donation policy; and
- No-show trips, service suspension process.

8.3 Service Suspension/Denial Policy

In the course of providing service, circumstances may occur which might require a suspension of service to the customer. The decision to suspend or deny service is taken very seriously. While service suspensions are related to customer conduct and/or a demonstrated pattern of no-shows, service denials typically arise when a customer requires a higher level of service than we are able to provide safely. In all cases, we will attempt to make every effort to accommodate the customer's individual needs and provide guidance on how to make adjustments prior to a suspension or denial of service. Documentation will be kept on each step taken.

The intent of this process is to be clear with the customer about what their responsibilities are and what the expected behavior is during transport to keep everyone safe. In no way is this process to penalize the customer. The focus is on adjusting behavior and/or providing adequate supports to allow for safe transport.

ADA regulations authorize suspension of service to customers who engage in conduct that is:

- Violent
- Seriously disruptive
- Illegal (examples include behavior such as drinking alcohol or smoking in vehicle and other illegal conduct. Ride Connection will not suspend or deny service to a customer for cause of undocumented residence in the United States), or
- Poses a direct threat to others

Service denials and suspensions cannot be made permanent unless an individual's actions or behaviors continue to pose a <u>direct threat to the health or safety of others</u>.

It is the responsibility of each service partner to provide customers with what their expectations of service are. This can be in the form of posted rules on the vehicle or a customer guide that is given to all new customers.

Service Suspension/Denial Process

At Ride Connection, if a customer’s actions are worthy of suspension, or a customer’s needs are such that Ride Connection can’t safely provide service, the following individuals will gather the information and report it to the Chief Quality Assurance and Compliance Officer.

- Service Center Supervisor
- Operations Director
- Customer Service Coordinator

The Chief Quality Assurance and Compliance Officer will review all documentation received and make the final decision to suspend/deny service.

The length of suspension or service denial is based on the severity of the action(s) or needs of the customer. The duration of a suspension, unlike service a denial, may increase over time to encourage the customer to self-correct.

A letter will be sent to the customer with the reason for the suspension, the duration of the suspension, and the process for appealing.

Suspension/Service Denial Appeal Process and Timeline

If a customer decides to contest the suspension or service denial and initiate an appeal, the customer contacts Ride Connection in person, by phone, or written notification within 21 days of the suspension letter date. Transportation must continue to be provided during the 21 days.

If a customer decides to initiate the appeal process, he/she contacts a member of the appeals committee (contact information is included in the suspension letter). The customer may choose to submit documentation to the appeals committee or present arguments and evidence in person and may be accompanied by a family member/friend/counsel.

At Ride Connection, written appeals will be sent to the Training Manager. The appeal is reviewed by the following representatives for a decision to be made. None of these staff are involved in the decision to suspend service. To maintain appropriate separation of functions, the appeals committee does not include anyone who discussed or participated in the original decision to suspend (per FTA “to the extent practicable, should not be a member of the same office, supervisor or subordinate of the original decision maker.”).

The Ride Connection appeals committee consists of three members who are not involved in the original decision to suspend or deny service:

- Training Manager
- Service Specialist
- Board Member

The appeals committee will review the documentation, evaluate the situation and decide either to uphold the suspension, reduce the time of the suspension or honor the appeal and lift the suspension. Generally the decision of the appeals committee is final, however if the Training Manager determines that this decision is against Ride Connection policy or could result in an unsafe situation, he or she can override the appeals committee’s decision. The customer will be notified in writing.

Suspension time length

1st time: 10 days 2nd time: 20 days 3rd time: 30 days

The 30 day “cap” is repeated, if needed.

8.3.1 No Shows and Service Suspension

Ride Connection’s trip cancellation/no-show guidelines align with our mission to provide accessible, responsive transportation. Most customers will need to cancel a scheduled trip at some point and emergency situations occasionally result in a last minute cancellation.

When no-show trips occur, Ride Connection contacts the customer to make sure he/she understands how to cancel trips in advance, and encourages support of cancellation guidelines to help ensure an efficient transportation system for a network of customers, drivers and transportation providers. Ride Connection forgives last minute cancellations due to circumstances beyond the customer's control, including provider error.

When a customer exhibits a documented pattern or intentional practice of missing scheduled trips for no legitimate reason and pre-suspension interventions have not improved the behavior, Ride Connection implements procedures for a reasonable, temporary service suspension.

No Show Service Suspension Criteria

A pre-suspension letter is mailed to a customer who:

• has 4 or more no-shows per month AND the number of no-shows is 20% or more than his/her total scheduled trips that same month; and

• has a transportation history that shows a pattern or intentional practice of missing scheduled trips for no legitimate reason.

If a customer continues to accrue no-show trips despite receiving a pre-suspension letter, Ride Connection mails a suspension letter.

Types of "No-Show" trips counted for suspension

--a one way trip that did not occur because:

• the customer did not show up to meet the vehicle at the pickup location (for no legitimate reason);

• the customer was not ready to go within 5 minutes of the scheduled pickup time (for no legitimate reason) and the vehicle had to leave without the customer to fulfill scheduled trips for others waiting along the route; or

• the customer called to cancel <u>LESS than 2 hours</u> before the scheduled ride pickup window (there is no need to use the term "late cancellation" because it is encompassed in the "no show" definition).

Types of canceled trips NOT counted for suspension

A one-way trip that did not occur because:

• the customer experienced a personal/medical emergency or event beyond his/her control that prevented boarding the vehicle or calling to cancel the ride; or

• the customer cancelled the ride TWO hours or MORE before the pickup window; or

• the transportation provider had scheduling or operational difficulties (such as inclement weather, technological or vehicle breakdowns, etc.) that prevented the vehicle from arriving.

8.4 Subscription Trips

A demand response transportation system responds to specific requests from customers; typically there are no fixed routes. Rides performed are a mix of casual (one-time requests) and subscription (recurring) rides. While subscription trips are allowed, they should not exceed 50% of all rides provided; it is imperative that capacity be available for customers requesting casual trips.

A subscription trip should not be confused with a standing order. A subscription trip is essentially a guaranteed recurring trip whereas a standing order is an ongoing request, but each trip is treated as though it is a casual trip request and is not guaranteed.

It is also important to differentiate between individual subscription trips and recurring group trips from specific sites. As long as the seats on a recurring group trip are firstcome, first-served and not guaranteed to specific individuals, they do not have to be counted as subscription trips.

8.5 Weight Bearing Assistance

Weight bearing assistance is defined as assistance provided by the employee or volunteer that involves lifting or carrying the customer.

Ride Connection prohibits service partners from providing weight bearing assistance in the course of transportation service. Ride Connection provides training on non-weight bearing assistance techniques.

8.6 Charter Service

The Federal Transit Authority has exempted human services organizations from the Charter Services ruling for 5310 recipients as long as any funds collected are put back into the transportation program.

Ride Connection vehicles can be shared with outside organizations (through a Ride Connection shared vehicle agreement) if the transported customers will be older adults or people with disabilities.

Ride Connection service partners can charge an organization a fee for service under the conditions specified below:

- If the customers are older adults or people with disabilities;
- The organization must not be given priority over organizations/customers who cannot pay a fee;
- The organization cannot be denied service if they are unable to pay.

All funds collected must go back into the transportation program and must be reported to Ride Connection in the financial data section of the monthly report under "agency other."

Section 9: Program Records

Service partners are responsible for maintaining appropriate records. Records must be maintained for the following:

- Drivers;
- Concierges;
- Vehicles;
- Customers;
- Trip documentation;
- Monthly service data;
- Financial;
- FTA Drug and Alcohol compliance; and
- Insurance (Worker’s Compensation and General Liability).

9.1 Driver Records

Each driver must have a file containing all pertinent information for the individual. The following is a list of the documents and related information to be maintained in driver files:

- Original driver application;
- Interview and reference check documentation;
- Criminal background history documentation;
- DMV history report and any subsequent history reports generated;
- Ride Connection letter of driver approval;
- Copy of current driver’s license;
- Copy of training certifications;
- On-going objective documentation;
- Performance Evaluations and any documentation relevant to performance; and
- Copy of current personal automobile insurance card. Insurance must meet or exceed the State of Oregon's minimum coverage requirement for POV drivers. Personal auto insurance verification must be kept current. When insurance is renewed, a current copy must be placed in the driver file.

9.2 Concierge Records

Each concierge must have a file containing all pertinent information for the individual. The following is a list of the documents and related information to be maintained in their files:

- Original concierge application;
- Interview and reference check documentation;
- Criminal background history documentation;
- Ride Connection letter of driver approval;
- Copy of training certifications;
- On-going objective documentation; and
- Performance Evaluations and any documentation relevant to performance.

9.3 Vehicle Records

All agency vehicles must have a separate record in the vehicle management information system containing records relevant to each vehicle. the following documents are not included in the database but must be kept:

- Daily pre and post-trip inspections;
- Inventory of safety equipment;

9.4 Customer Records

Service partners are required to maintain specific information on customers using Ride Connection services. The customer information must be collected and properly maintained using a database or an adequate paper system if the agency does not have access to a computer. Customer records must contain the following information:

- Customer name;
- Address;
- Phone number;
- Age;
- Ethnicity;
- Special needs;
- TriMet LIFT eligibility status; and
- Medicaid eligibility.

Service partners may require additional information for individual program purposes. Customer files must be kept in a safe location that is not easily accessible to ensure that customer confidentiality is maintained.

9.5 Trip Records

All trip requests and completed trip information must be properly documented. Partners who schedule trips using Ride Connection's transportation scheduling software will have these records automatically stored in the database. Partners who do not use this software will need to document and keep these records independently.

Trip requests should contain the following information:

- Trip date;
- Customer name and address;
- Phone number;
- Mail address (recommended, not required);
- Destination address (with phone number / email address when relevant);
- Trip purpose;
- Appointment time;
- One-way or round-trip;
- Return pick-up time;
- Special customer accommodation information (i.e., uses a wheelchair, uses a cane, has a personal care attendant, etc.); and

Trip completion information should contain the following:

- Date;
- Driver and concierge name;
- Customer name;
- Pick-up location;
- Destination location;
- Mileage at pick-up and drop-off;
- Driver and concierge hours (not including down time); and
- Status of trip (no-show, or completed).

9.6 Annual Site-Visits

Site-visits occur annually or as needed with service partners to review records and ensure proper program management. All transportation program records will be reviewed at this time. This is also an opportunity for Ride Connection staff to become better acquainted with the service partner and the service partner's programs.

Ride Connection will contact service partners to arrange a mutually agreed upon time and date for the annual site-visit. Upon completion of the annual site-visit, a copy of the findings and recommendations with timelines for corrections, if appropriate, will be completed and sent to the service partner.

9.7 Reporting Requirements and Records

Service partners are required to submit specific financial and operational reports on a monthly basis. The reporting requirements can change annually due to funding requirements. Standard forms are provided for reporting and must be processed according to strict deadlines.

The following guidelines apply to report submissions:

- Forms completed must be legible.
- Reports are due to Ride Connection no later than the 5th of each month following the month of activity.
- For RouteMatch users, verifications must be made no later than the 5th or each month and reports are submitted by the 10th.
- Any anomalies must be reported to the Service Data Specialist when reports are submitted.

Email or mail reports to:

partner_reporting@rideconnection.org

Lauren Frantz

9955 NE Glisan St.

Portland, OR 97220

9.8 Monthly Service Summary Reports

The following reports are filed monthly:

- **Service Summary Section I & II** - is unique to each partner.
- **Section I** includes information pertaining to trips, customers and hours.
- **Section II** includes to financial information pertaining to each service partner's programs.
- **Vehicle Operations Report** - includes information pertaining to vehicle mileage, repairs and maintenance for each vehicle.
- **Unduplicated Age and Ethnicity Report** - includes the count of unduplicated customers sorted by age and ethnicity categories.

Detailed instructions for completing each service summary report are available upon request.

9.9 Service Summary Report Definitions

Monthly trips are reported separately under Program/Funding source columns. The various funding sources which may appear on your report are: TriMet Service, STF Service, etc. Service Summary Reports are customized to reflect each partner's unique funding.

Example: If your agency receives STF Funding you will have an STF Service column. If your agency does not receive STF Funding, the STF Service column will not appear on your customized Service Summary Section II Report.

Trips for each Program/Funding source column are broken down by trips performed "In District" and "Out of District" to indicate whether a trip took place inside or outside the TriMet Service District.

One-Way trip count: A trip is a one-way passenger trip provided for one person. A trip is counted each time a passenger enters the vehicle, is transported and then exits the vehicle. Each different destination would constitute a one-way trip. *Example: if you take Mary to the doctor, then to the pharmacy, and then home: she has received 3 trips.*

In-District trip: A one-way trip that begins and ends within the TriMet service district.

Out of District trip: A one-way trip that begins or ends outside the TriMet service district.

Trip Purpose Definitions

Trips must be coded by purpose on the monthly service summary. The following are trip purpose definitions that will serve as a guide in determining trip purposes:

Code	Trip purpose	Definition
0	Essential Deliveries	Trips associated with food-box deliveries. Not all funding sources permit Essential Deliveries as a trip purpose.
1	Life-sustaining Medical	Dialysis, Chemotherapy, Radiation ongoing treatments.
2	Medical	All medical appointments that are not life sustaining, including prescribed physical therapy, i.e. swim therapy.
3	Nutrition	Trips to and from a meal site, including restaurants.
4	Personal Business/ Supportive Services	Trips to meet personal needs (examples include: participation in Adult Day Care Center, visitation of spouse or others in nursing home, support group meetings and banking). Trips to an agency/organization that provides direct or supportive services to the customer (examples include: Social Security Office, Veteran's Administration Offices, resource centers, etc.).
5	Recreational	Trips to museums, sightseeing, movies, opera, plays, outdoor recreation, etc.
6	School/ Work	Trips to meet personal educational needs including: local colleges, universities or educational training

		programs or meetings. Trips to and from a work/employment setting or assignment and work training.
7	Shopping	Trips to any store (including groceries), shopping center, mall, or retail establishment.
8	Volunteer Work	Trips to and from volunteer work setting or assignment, including from volunteer's home and to an individual's home if that is the work setting.

Turndowns: A trip should be recorded as a turndown when the program is unable to provide the trip within regular service hours. A trip can be turned down for many reasons. If a customer requests a round-trip ride, the result is two trip turndowns. This information is valuable in determining the number of unfulfilled requests in the community and for funding development.

Unmet Need: A trip should be recorded as an unmet need when a trip is requested outside normal service parameters (i.e. hours, days) and the trip is unable to be performed as requested. Applicable for RouteMatch users only.

Total Miles Driven: Miles are to be reported differently for those who use RouteMatch and those who do not. RouteMatch users must report *Deadhead* and *Revenue Service* miles. Non-RouteMatch users must only report *Revenue Service* miles. Neither are to report *Other* miles.

Driver Hours (paid and volunteer): Hours are to be reported differently for those who use RouteMatch and those who do not. RouteMatch users must report *Deadhead* and *Revenue Service* hours. Deadhead hours may be calculated as the difference between service hours and revenue hours to align with the definition stated by the NTD (National Transit Database). Non-RouteMatch users must only report *Revenue Service* hours. Neither are to report *Other* miles.

Types of Miles and Hours:

Type	Definition	Examples
Revenue Service	When a vehicle is providing transportation and is available to carry customers or is actively carrying customers.	1. Driver travels with customer from customer pick-up to customer drop-off 2. Driver travels from customer drop-off directly to next pick-up and no customer is in vehicle 3. Driver waits for customer to provide return ride (i.e. while customer is at a medical appointment)
Deadhead	When a vehicle is traveling directly to or from Revenue Service but is unavailable to carry customers. To reflect the NTD, Deadhead may be reported as the difference between revenue and service time.	4. Driver travels from "garage" to first customer pick-up 5. Driver returns to a dispatching point to receive a schedule or other instructions (Note: *dispatching point* is the location where a driver receives their schedule to provide Revenue Service). 6. Driver leaves dispatching point to pick-up customer 7. Driver travels from last drop-off to the "garage"
Other	Anything that is not Revenue Service or Deadhead.	8. Volunteer drives from home to office to receive schedule 9. Driver travels to/from a place to eat lunch or take a break, fuel vehicle, have maintenance or cleaning performed, train drivers, test vehicle, or when driver is no longer serving in the capacity of a driver.

Paid Concierge Hours: Number of hours for paid staff accompanying/assisting customers.

Volunteer Concierge Hours: Number of hours for volunteers accompanying/assisting customers.

Volunteer Administrative Hours: Number of hours volunteers spent on tasks directly related to the transportation program service. This can include *Other* hours (see definitions above under *Types of Hours and Miles*).

Paid Administrative Hours: Number of hours paid staff spent on tasks directly related to the transportation program service. This can include *Other* hours (see definitions above under *Types of Hours and Miles*).

Unduplicated Riders: The unduplicated rider count begins every new fiscal year, July 1 through June 30. In July, all individuals who are provided transportation services that month are counted as an unduplicated rider. Unique customers are counted only once each fiscal year, thus your August unduplicated riders total would only be those customers who received their first ride that fiscal year in August. Personal care attendants and escorts should not be included. This count should be reported by project/funding source on your Service Summary reports as well.

9.10 Customer Donation Policies

Most service partners receiving funding from Ride Connection cannot require a fare for use of transportation services. Each service partner's Donation Policy should be posted in the vehicle and in advertising materials. Funded programs should design a system that respects the individual's anonymity. Some service partners have designed systems that request the support of the community in the form of donations, yet do not pressure those who cannot afford to pay. Drivers should be well-informed about the donation policy. Drivers must not demand donations from customers.

Many customers prefer to mail a check to the agency once a month rather than make a donation each time they ride. In order to avoid misunderstandings and protect the customer's anonymity, a collection system that does not require drivers to handle cash is preferred. Ride Connection can provide examples of donation collection systems designed by service partners upon request.

Section 10: Procurement

All agencies must follow federal, state and agency procurement rules. Agencies procurement guidelines must be approved by their governing bodies. All partner agencies must follow their own procurement policies. Ride Connection's Board approved policy is attached as a reference for agencies who are forming their own procurement policies.