

TRANSPORTATION SERVICES HANDBOOK



This booklet was created to help you and your family and/or support staff understand our transportation services.

Please review this booklet and discuss it with your family and/or support staff.

If you have questions, please feel free to speak with your assigned bus driver or a member of our management team at eitas' transportation services.

We are glad you selected our transportation services and hope that the service meets or exceeds your expectations.

Individuals utilizing eitas transportation services receive funding from two sources: 1.) SB40 funding. SB40 funds come from a tax levy in Jackson County, Missouri designated for citizens with developmental disabilities. 2) Department of Mental Health (DMH) Medicaid Waiver funds. Medicaid funding is authorized by the local DMH office – Kansas City Regional Office.

Referral sources for transportation services include: Support Coordinators, families and disability service providers.

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YOUR RIGHTS AS PASSENGER

As a passenger you have certain rights. Among these are:

- To be free from discrimination.
- To be treated with dignity and respect.
- To receive high quality of services from a caring staff.
- To be free from abuse and neglect.
- To an impartial review of alleged violations of your rights.
- To have your records kept confidential.
- To file a complaint about your service without being afraid.
- To ride in a vehicle that is safe and clean.
- To receive safe, on-time transportation to and from your destination.



YOUR RESPONSIBILITIES AS PASSENGER

As a passenger you have certain responsibilities. These are:

- It is your responsibility to be on time for the bus to pick you up.
- It is your responsibility to contact the eitas transportation center at **816.461.3654** if you will not be riding the bus for any reason.
- It is your responsibility to advise the transportation staff of any address and/or telephone number changes so the transportation staff can contact you or your parent/guardian. This would include changes of your home, cell and/or emergency phone numbers.
- It is your responsibility to treat others with dignity and respect.
- It is your responsibility to use language that does not offend others.
- It is your responsibility to follow any instructions from your driver and to follow all safety rules.
- Transportation staff do not have a role in monitoring or managing any medications for passengers.

YOUR BUS DRIVER

Our transportation service hires only the most qualified and experienced drivers. All drivers are required to have an appropriate license and undergo extensive background checks. Our drivers are trained on road safety, lifting techniques, first aid, CPR and Gentle Teaching.

Riding the bus will give you and your driver an opportunity to get to know each other. Your eitas driver should be the first person you talk to about any transportation issues.

Our drivers are friendly and will try to answer each question. If your driver cannot answer your question, please call our transportation office at **816.461.3654** and ask to speak to a member of the management team.

On occasion you may have a different driver because your regular driver is ill or on vacation. The substitute driver has the same qualifications and training as your regular driver, and will be familiar with your route. Should you feel uncomfortable not knowing the new driver, it is okay for you, a family member or support staff to ask for proper identification before getting on the bus. All eitas drivers are required to wear a uniform and display their badge.

GIFTS

While our drivers would appreciate gifts given by you, they **are not allowed** to accept gifts. Compliments and/or homemade cards are acceptable and most welcomed.

YOUR TRANSPORTATION SERVICE

Our transportation provides curbside-to-curbside service so that you can get to work or to a day program. On any given day there may be 15-20 riders on the bus with you.

BUS PICK UP TIMES

When you receive transportation service, your bus will either pick you up five minutes before or after your scheduled time. Occasionally, there can be delays due to weather and/or traffic. Due to the number of people riding the bus, it is important that you are ready to go when your driver arrives. The driver will wait one minute for you to come out to the bus. If you do not come out, we will try to call your home and let you know that the bus driver is waiting.

BUS DROP OFF TIMES

Each rider will be given a drop off time for home. If needed, family and/or support staff need to be at home at that time. The driver will wait at curbside until you enter the house. If you cannot get in your house, the driver will ask you to get back on the bus and your contacts will be called. If someone cannot arrive in a short amount of time, you will need to stay on the bus while the driver finishes the route.

For your safety, the driver will not leave you if you cannot get into your home. Upon completion of the route, the driver will attempt to take you home again. If you are still unable to get into your home, the driver will take you to the eitas transportation office at 6400 James A. Reed Rd., Kansas City, MO 64133. The office will call your emergency contact and have them pick you up at the eitas transportation office.

SAFETY

Safety is very important to us and it is important that you and your family know that you are safe with us. To help keep you safe, the following items are important for you to know and understand.

- Be careful and always use the handrails when getting on and off the bus.
- Always wear your seat and shoulder belt, if available, when on the bus. The driver will not move the bus until your seatbelt is fastened. Let your driver know if you need assistance in buckling your seatbelt.
- Stay seated until it is time for you to get off the bus.
- If you have to cross the street to get to your home, the driver will let you know when it is safe to cross the street.
- While on the bus, do not argue, fight or hit anyone.
- Smoking is not allowed on eitas buses.
- Alcoholic beverage are not allowed on eitas buses.
- Firearms or weapons are not permitted on eitas buses.

ROUTE CANCELLATIONS

If a single route has to be canceled – for any reason – eitas transportation will attempt to notify passengers of the canceled route by telephone.

HOLIDAY & UNSCHEDULED CLOSINGS

During the year there will be several days that eitas' transportation service will be closed. Transportation services will close on certain holidays so our drivers and staff can be with their families. Transportation services also will close on days of inclement weather – those days when it is not safe to be driving on roadways.

We observe the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

WEATHER CLOSINGS

When the weather makes it unsafe to take the buses out on the road, eitas transportation services will close. You and/or your family may receive an automated call letting you know of the closings. Our transportation closings will be announced on:

Radio

KUDL 98.1 FM	WDAF 106.5 FM	KORC 98.1 FM
KYYS 99.7 FM	KMBZ 980 AM	WDAF 610 AM

Television

NBC KSHB 41	FOX WDAF 4	ABC KMBC 9
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Internet

www.eitas.org	www.nbcactionnews.com
www.myfoxkc.com	www.kmbc.com

FAMILY & YOUR RESPONSIBILITIES

Our transportation service provides curbside-to-curbside service and drivers are not allowed to enter your home when picking you up or dropping you off. Drivers are not allowed to leave other passengers on the bus unattended.

If you need assistance, it is the responsibility of your family and/or support person to make sure you get to the bus in the morning and *from the bus to your home* in the afternoon. The driver will only help you on and off the bus when needed.

If you need more assistance, please call the eitas transportation office at **816.461.3654** and discuss with our transportation management about any special consideration you might require.

Staff from your work or day program are responsible to assist you, if necessary, from the bus when you are dropped off as well as assist you to the bus at pick up time.

ABSENCES

If you are going to be absent for any reason, we ask that you, your family or support staff person call – at any time – and leave a message at **816.461.3654**. In your message, please include your name, phone number, the number of days you will be absent and the day you plan to return to riding the bus. You may also email us at **transportation@eitas.org**.

GRIEVANCE PROCEDURE

As a rider of an eitas bus you should feel free to contact our transportation manager at **816.461.3654** or at **transportation@eitas.org** with any problem you might have about our transportation services. Our transportation manager will listen to your grievance and try to resolve the problem quickly.

If you cannot get the problem resolved to your satisfaction, you may contact the eitas executive director at **816.363.2000**.

We want your experience with eitas to be enjoyable and we want to provide the best transportation service possible. If you have questions or a complaint, we want to know about it. No one will bother you for asking or complaining, and you will not be left without transportation.





Transportation Services

6400 James A. Reed Rd.
Kansas City, MO 64133

Office: 816.461.3654

Fax: 816.461.3655

Email: transportation@eitas.org