



## **GRAYS HARBOR TRANSIT**

**Updated – January 1, 2018**

### **Dear Specialized Van Service (SVS) Customer:**

Welcome aboard Grays Harbor Transit's **Specialized Van Service**. **SVS** is a public transportation service designed especially for people who are unable to use the regular bus system due to their disabilities.

**SVS** is a shared-ride service that provides trips on a reservation basis to areas where GHT operates regularly scheduled local bus service.

Our mission is to provide safe, courteous, and reliable transportation. If you have questions regarding **SVS**, please call us at:

360-532-2770 press 2  
or 1-800-562-9730 press 2

Please read and keep this booklet, as it contains important information about using Grays Harbor Transit's **Specialized Van Service**.

## Table of Contents

<b><u>WHAT IS GRAYS HARBOR TRANSIT'S SVS? .....</u></b>	<b><u>1</u></b>
<b><u>APPROVED EQUIPMENT .....</u></b>	<b><u>1</u></b>
<b><u>WHO IS ELIGIBLE TO RIDE SPECIALIZED VAN SERVICE? .....</u></b>	<b><u>2</u></b>
<b><u>ELIGIBILITY PROCESS .....</u></b>	<b><u>2</u></b>
<b><u>MOBILITY DEVICE BRAKES .....</u></b>	<b><u>3</u></b>
<b><u>PORTABLE OXYGEN USE 49 CFR 37.167(h) .....</u></b>	<b><u>3</u></b>
<b><u>SECUREMENT POLICY 49 CFR 37.165 .....</u></b>	<b><u>3</u></b>
<b><u>SERVICE ANIMALS 49 CFR 37.167 (d).....</u></b>	<b><u>3</u></b>
<b><u>MAINTENANCE FOR LIFTS/RAMPS 49.CFR 37.163 .....</u></b>	<b><u>3</u></b>
<b><u>PERSONAL CARE ATTENDANTS AND GUESTS.....</u></b>	<b><u>4</u></b>
<b><u>SPECIALIZED VAN SERVICE HOURS.....</u></b>	<b><u>5</u></b>
<b><u>SVS BUSINESS HOURS .....</u></b>	<b><u>5</u></b>
<b><u>BE PREPARED TO PAY THE EXACT FARE: .....</u></b>	<b><u>5</u></b>
<b><u>INCLEMENT WEATHER.....</u></b>	<b><u>6</u></b>
<b><u>LOST AND FOUND.....</u></b>	<b><u>6</u></b>
<b><u>CUSTOMER COMMENTS .....</u></b>	<b><u>7</u></b>
<b><u>COMPLAINT PROCESS RCW 46 .....</u></b>	<b><u>7</u></b>
<b><u>SAME DAY SERVICE.....</u></b>	<b><u>7</u></b>
<b><u>REQUESTING TRIPS .....</u></b>	<b><u>7</u></b>
<b><u>TIPS FOR REQUESTING TRIPS.....</u></b>	<b><u>8</u></b>
<b><u>FOR MEDICAL EMERGENCIES CALL 911 .....</u></b>	<b><u>9</u></b>
<b><u>CANCELING YOUR TRIP - NO SHOWS.....</u></b>	<b><u>9</u></b>
<b><u>CRITERIA FOR SUSPENSION OF SERVICE .....</u></b>	<b><u>9</u></b>
<b><u>SERVICE SUSPENSION PROCEEDURE .....</u></b>	<b><u>10</u></b>
<b><u>STANDING RIDES.....</u></b>	<b><u>11</u></b>
<b><u>SPECIALIZED SERVICE RESPONSIBILITIES .....</u></b>	<b><u>12</u></b>
<b><u>CUSTOMER RESPONSIBILITIES.....</u></b>	<b><u>12</u></b>
<b><u>SVS PHONE NUMBERS.....</u></b>	<b><u>14</u></b>

## **WHAT IS GRAYS HARBOR TRANSIT'S SVS?**

- **SVS** is a shared-ride service for people who, because of their disability, are unable to ride a fixed route GHT bus. The **SVS** van may make several stops along the way before it arrives at your destination.
- **SVS** provides door-to-door service, or, in some instances, transportation to transit centers or bus stops to connect with fixed route bus service.
- **SVS** is public transportation and should not be confused with private or medical transportation.
- **SVS** operates wheelchair accessible oversized vans.
- **SVS** requires an obstruction-free approach and sufficient turn-around area for its vehicles. Under some conditions, our policy of door-to-door service will not be available to passengers. Alternate pick-up and drop-off locations may be established because of obstructed driveways, turnarounds, or other safety concerns.

Bus fare per trip is charged to ride **SVS**. This amount may vary depending on pick-up and drop off locations. Minimum fare is \$1.00 with a maximum fare of \$3.00 per trip. You are expected to pay your fare each time you board a **SVS** van. You can pay by cash or use a punch pass, **G.H. Transit Pass**. You can buy punch passes at Grays Harbor Transit customer service stations, our main office at 705 30<sup>th</sup> Street, Hoquiam, WA 98550; or by mail. Punch passes are also available by request through your driver.

## **APPROVED EQUIPMENT**

Passengers will be transported provided the lift and vehicle can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements. Additionally, our agency can accommodate mobility devices that meet the following minimum standards:

- The wheelchair based equipment has 3 or more wheels
- Walkers must be collapsible and able to be stored between seats or in the vehicle's trunk.
- The mobility device must be in good working order, with batteries charged, tires inflated and working brakes, footrests attached, and all parts secure. (49 CFR 37.3) Service may be denied until you have taken care of any equipment problem.
- Segway (a two wheeled, gyroscopically stabilized, battery powered transportation device).

Wheelchair lifts make it possible to load wheelchairs and passengers, with a combined weight of 600 lbs, in an efficient and safe manner. **No one but the SVS operator is permitted to operate the vehicle wheelchair lift.**

### **WHO IS ELIGIBLE TO RIDE SPECIALIZED VAN SERVICE?**

To qualify for **SVS** you must meet one or more of the following conditions, as set by the federal Americans with Disabilities Act:

- You are **functionally** unable to get on or off a transit bus, even with use of a wheelchair lift.  
NOTE: All Transit vehicles are lift equipped.
- You are **physically** unable to get to or from a regular GHT bus stop using your regular mobility devices.
- You are unable to understand and follow transit directions or understand information signs for reasons other than language. Assistance with schedule & route information is available by calling the GHT office or online at [www.ghtransit.com](http://www.ghtransit.com).
- Disability certification from your health care professional does not automatically qualify you for **SVS**. The information received from your doctor will be considered by GHT when processing your application.

**Lack of personal transportation or convenience** are not reasons for certification to ride our service.

### **ELIGIBILITY PROCESS**

Your eligibility is based on the information provided in the **SVS** application, personal interview and any information gathered through the eligibility process. Grays Harbor Transit often seeks information from treatment or health care providers to help us define the functional abilities of applicants.

By law, Grays Harbor Transit must:

- Make an eligibility determination within 21 days of receiving the completed application.
- Provide written notification with reasons for our decision.
- Provide the applicant the ability to appeal an eligibility denial or conditions of service.
- Provide materials in accessible formats upon request.

For more information or to obtain an application, please call our **SVS** department during normal business hours at (360) 532-2770 ext. 2 or 1-800-562-9730 ext. 2. You may also access an application on [ghtransit.com](http://ghtransit.com). You may be contacted for the purpose of setting up an appointment for a home visit to enable us to complete the certification process.

## **MOBILITY DEVICE BRAKES**

When occupying a lift or securement area, it is recommended that passengers apply the brakes on their mobility devices; however, they are not required to do so. With power chairs or scooters, it is recommended that the power switch be turned to the “off” position. Again, this is not mandatory.

## **PORTABLE OXYGEN USE 49 CFR 37.167(h)**

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle.

## **SECUREMENT POLICY 49 CFR 37.165**

Operators will use a four point system using front and rear tie-downs to secure mobility devices. Operators will secure mobility devices at the strongest parts of the device; however, the passenger can indicate the most optimal tie-down spot. The mobility device will be secured front facing. Operators will assist passengers with securement systems, ramps, and seatbelts; however, drivers cannot assist riders using power chairs or scooters with the operation of their equipment. Grays Harbor Transit cannot refuse to transport someone whose mobility device cannot be satisfactorily restrained provided that mobility device fits within the definition described under approved equipment.

## **SERVICE ANIMALS 49 CFR 37.167 (d)**

Service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities.

- The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.
- The animal must be housebroken.
- The animal must remain at your feet or on your lap. It may not sit on a vehicle seat or block aisles.
- The animal must not be aggressive toward people or other animals and remain under the owner’s control.
- You are responsible for any damage caused by the animal.
- Eligibility to bring a miniature horse is determined by the animals type, size and weight and
- Whether the miniature horse’s presence will not compromise the legitimate safety requirements necessary for safe operation of the vehicle.

## **MAINTENANCE FOR LIFTS/RAMPS 49.CFR 37.163**

Bus operators must test the lift or ramp during the pre-trip inspection. Break down of accessibility equipment must be reported immediately to dispatch. A vehicle with an inoperable lift or ramp must be removed from service as soon as possible

and cannot be returned to service until repaired. If there is a lift or ramp failure, a replacement vehicle must be dispatched if the next trip to the destination of any passenger using a mobility device is scheduled in more than 30 minutes. If the next trip to the destination of any passenger using a mobility device is scheduled in 30 minutes or less, a replacement vehicle may be dispatched if available.

## **PERSONAL CARE ATTENDANTS AND GUESTS**

A personal care attendant (PCA) is someone who travels with you to provide any assistance you need. Your PCA rides free, (only one PCA per person) and **must** board and de-board at the same location as you. A PCA cannot be someone who also qualifies for **SVS** services (they may ride with you as a guest but are required to pay the appropriate fare). **Please note that Specialized Van Service does not provide PCA's.** Operators cannot serve as your PCA because there may be other riders and van operators need to stay within sight of the van.

You will need to inform the **SVS** dispatcher each time you make a reservation that you will be accompanied by a PCA. This ensures there will be room on the van for the both of you.

Guests may travel with you, but they are subject to space availability. They must board and de-board the van at the same location as you. Guests pay the regular transit fare. The eligible rider is responsible for any individual and/or apparatus brought aboard the vehicle. Such equipment must be easy to secure on the van.

You will need to inform the **SVS** dispatcher each time you make a reservation that a guest will accompany you. This ensures there will be room on the van for the both of you.

Operators will only go to a building's common lobby area or main entrance for buildings that do not have a waiting area established. Operators are not permitted to go through facilities, up elevators, stairs, or individual offices to assist or locate passengers. Operators will not page passengers at facilities with common lobbies or main entrances. Passengers, PCA's, or facility personnel will assume responsibility for getting passengers to/from common lobby areas or main entrances of buildings. **Operators cannot serve as your PCA.**

- It is your responsibility to bring along a PCA if you need one, or if there has been a safety event that indicates a customer requires one.
- PCA's whom ride with you must board and de-board with you at the same location. PCA's ride for free. You can also have PCA's meet you at both ends of your **SVS** trip. You will need a PCA if:
  1. You are using a wheelchair and must travel up or down more than one step.
  2. You are traveling on rough terrain, uneven surfaces, steep slopes or any other conditions that, in the operator's judgement, present a safety hazard

3. You are unable to travel independently or need more than the door-to-door assistance provided by **SVS** vehicle operators (i.e. if you are unable to be left alone).

**Operators are not permitted to transport individuals who are not prescheduled for a trip.**

**SVS** requires child safety seats for any child under the age of three who travels with you, in accordance with Washington State Law, RCW 46.61.687.

GHT is **not responsible** for providing child safety seats.

### **SPECIALIZED VAN SERVICE HOURS**

- **SVS** can take you to any destination, located within  $\frac{3}{4}$  miles driving distance of any local GHT bus route, within ***the hours the mainline bus route operates in the area. The service area is extended to 3 miles around the Aberdeen, Hoquiam and Cosmopolis routes.***
- **SVS** runs Monday through Saturday based on the hours regular bus service operates in the area.
- On major holidays, **SVS** vans do not operate.

If you have questions about whether a specific address is within our service area, please call the **SVS** number and a dispatcher can assist you with your trip planning.

**Please note:** GHT does not offer any **SVS** more than  $\frac{3}{4}$  miles driven from our regular bus service area in Grays Harbor County. Our dispatchers can direct you when making travel arrangements with adjoining transit agencies.

### **SVS BUSINESS HOURS**

- Reservations... 8 a.m. to 4 p.m.

Monday through Saturday.

**Reservations must be made at least 1-day in advance for in town requests and 2 days in advance for out of town requests by 4pm and can be scheduled up to 7 days before the appointment. Call by Friday to schedule for the following Saturday & Monday.**

- Returns/Cancellations.... 5 a.m. to 9 p.m.

Monday through Friday

- Returns/Cancellations.... 8:00 a.m. to 4:00 p.m.

Saturday

- Eligibility determinations and/or home visits 8:00 a.m. to 4:00 p.m.

Monday through Friday

- Business office closed Saturday, Sunday, Holidays

### **BE PREPARED TO PAY THE EXACT FARE:**

Operators **do not** carry change and are not permitted to search purses, pockets, or backpacks for a passenger's fare.

To buy a pass by mail, send a check or money order with an explanation of what you wish to purchase to the following address:

Grays Harbor Transit  
705 30<sup>th</sup> Street  
Hoquiam, WA 98550

### **Please do not send cash through the mail**

To ride the regular busses at reduced fares; you must obtain and show a **Reduced Fare Identification Card**. There is no charge for these ID cards. If you lose your permit or if you receive a temporary permit, contact GHT's main office each time you need to replace or renew it.

*Reminder:* A Reduced Fare ID card is not a monthly pass to ride our **SVS**. They simply verify your eligibility for reduced fares. **It does not pay your fare.**

SVS Identification is required to purchase passes for a registered **SVS** rider.

### **INCLEMENT WEATHER**

How will you know if **SVS** vans will be operating during periods of inclement weather (snow, ice, etc.)?

Listen to the closure reports on the local radio.

Service could be limited and possibly canceled when adverse weather creates hazardous conditions for our passengers or when the van is unable to reach your residence or destination.

Penalties for cancellation during adverse weather conditions will not apply.

Non-essential trips may be canceled, but every effort will be made to deliver life sustaining and essential trips such as those for dialysis or chemotherapy and work trips for key personnel, as long as vehicles are able to reach your residence or destination.

If your trip is for a life-sustaining or essential service, call SVS to make sure you can get where you need to go.

*Remember:* If your trip starts or ends on a hill or side street, **SVS** vans may not be able to get there until the street is safe to travel.

**Sidewalks, driveways, and ramps must be cleared** so operators can safely assist passengers using wheelchairs or those who require door-to-door assistance.

**Service will be limited** wherever inclement weather creates conditions hazardous for passengers and vehicles.

### **LOST AND FOUND**

You are responsible for all personal belongings brought onto the vehicle. Anything left behind will be turned in to Lost and Found at our main office at 705 30th Street, Hoquiam.



To find out if we have an item of yours in lost and found, please call us at (360) 532-2770, press 2 (inside local calling area) or 1-800-562-9730, press 2 (outside local calling area) Monday - Saturday from 9 a.m. to 5 p.m.

### **CUSTOMER COMMENTS**

Your comments are welcome. Please drop us a card. You may write us at:

Grays Harbor Transit  
705 30<sup>th</sup> Street  
Hoquiam, Washington 98550

Or, if you have access to the Internet, you may send us e-mail at [ghtransit@comcast.net](mailto:ghtransit@comcast.net).

Or visit us at [www.ghtransit.com](http://www.ghtransit.com)

### **COMPLAINT PROCESS RCW 46**

Grays Harbor Transit is committed to providing safe, reliable, and accessible transportation options for the community. Grays Harbor Transit has established a Customer Complaint Policy and customers wishing to file a complaint and/or obtain a copy of the Customer Complaint Policy may contact Grays Harbor Transit at (360) 532-2770 or 1-800-562-9730, or email; [ghtransit@comcast.net](mailto:ghtransit@comcast.net). Customer complaint forms are available on each bus and may be mailed, given to a driver or one of our Customer Service Representatives at our Aberdeen and Hoquiam Stations. All complaints are reviewed and you will be contacted with the results of any investigation should you choose to have it so.

### **SAME DAY SERVICE**

Same day service is limited to last minute medical appointments only and subject to space availability.

### **REQUESTING TRIPS**

You can begin requesting **SVS** trips as soon as you are notified of your eligibility to ride our service. Our **SVS** dispatch is open five days a week from 8 a.m. to 4 p.m.

You can request trips one to seven days in advance. Be sure to schedule your return trip at the same time. **Please allow a minimum of 2 days' notice for any trips out of town.**

To expedite your call, please have available when you call:

- Pencil and paper.
- Your name.
- Your complete pick-up address, including apartment and/or building name or number.
- Exact address of where you want to go.

- Time(s) and date(s) you would like to travel.
- The time(s) of any appointments you might have.
- Whether an attendant or guest will be riding with you.
- Whether a service animal will accompany you.
- Whether you will be using a mobility aid (i.e., wheelchair, walker, oxygen).
- All the above information for your return trip.

Write down the confirmed dates and times of your trip reservations.

### **TIPS FOR REQUESTING TRIPS**

**SVS** provides an average of 200 trips each day. Although we make every effort to accommodate your request, it may not always be possible to travel at the times you want. These tips will help us provide you the best possible service.

- Whenever possible, be flexible about the times you travel. We might ask that you move your time earlier or later than the time you request in order to accommodate more passengers in the van.
- Allow extra travel time. Trips are scheduled on a shared-ride basis. The van may stop to let other customers on or off before reaching your destination. In addition, unexpected delays can occur for many reasons, including bridge openings, road construction, traffic accidents, and inclement weather.

**Carry needed medication with you in case we are delayed for any length of time.**

**If you are diabetic or hypoglycemic, please bring a small snack with you in case you travel longer than expected. If you require oxygen, please make sure you have enough in your tank for the duration of your outing.**

- If you are returning from a medical or dental appointment and are not sure of the return time, just request a "Will Call" return when you make your reservation.
- When you are ready for your ride home, have the doctor's office call our reservation line and **SVS** will arrive when the earliest driver is available.

**Will Call Return trips are only allowed for medical and dental appointments.**

- Trips can be made for any purpose. Under the ADA, **SVS** is not allowed to prioritize rides by trip purposes.
- Most riders combine errands to make the best use of their time and money.
- **SVS** does not move personal belongings from one residence or facility to another. If you need someone to help you move, please contact your family, friends, or a volunteer agency for assistance.
- When you are going shopping, choosing a store close to your home will reduce your travel time and our costs, allowing **SVS** to operate more efficiently for the benefit of all our passengers.

**Please limit your onboard parcels.**

**SVS Operators can only assist you with the amount of packages or groceries as the operator can carry in one trip.**

- **SVS** operators are **not** permitted to lift or carry objects weighing more than 20 pounds. If you have purchased a heavy or bulky item, please arrange with the store to have it delivered to your home rather than trying to carry it aboard the van.
- **SVS Operators reserve the right to refuse to transport heavy or bulky items.**
- If you move or use a temporary address, you should notify **SVS** immediately. To ensure your timely pick-up, please make sure that the address on your residence can be clearly seen from the street, especially during hours of darkness. Also, please be sure that **SVS** has a current emergency contact person and **phone number** in your file.

### **FOR MEDICAL EMERGENCIES CALL 911**

**If your condition is very fragile and you require specialized care during your trip, do not call SVS. Our operators are not trained as paramedics.**

### **CANCELING YOUR TRIP - NO SHOWS**

You should cancel a ride if you no longer need it. **It is important to call SVS to cancel your trip as soon as possible**, because last-minute cancellations can slow down service and increase our costs, GHT has a policy for canceling **SVS** reservations.

- Passengers must provide **no less than two-hour advance notice** when canceling a **SVS** trip. Less than **2 hours notice is counted as a no-show**.
- **Because of the high demand of service, same day cancellations will be classified as “late cancellations”** and three **late cancellations** within a continuous 30-day period are treated as one **no-show**.
- More than **3 no-shows** in a month may result in suspended service.
- If you need to cancel more than one trip, be sure to tell the **SVS** dispatcher which trips to cancel. Be sure and cancel your return trip if you have one scheduled.

**SVS operators are not permitted to request, change, or cancel trips for you. It is your responsibility to call.**

### **CRITERIA FOR SUSPENSION OF SERVICE**

There are occasions when customers violate **SVS** policies. When this occurs, it may be necessary for us to suspend service for those individuals.

- **Behavior that presents a danger to the health and safety of our customers, or a GHT employee.** Such behavior includes conduct that is violent, seriously disruptive, or illegal.
- **Excessive no-shows and late cancels**

**If you have incurred three no-shows in a continuous 30-day period, the suspension process will begin.**

## **SERVICE SUSPENSION PROCEEDURE**

GHT will follow internal written procedures before suspending **SVS** transportation for anyone:

- **SVS** staff will document incidents completely.
- All sanctions will be reviewed by more than one member of the **SVS** supervisory staff.
- **SVS** supervisory staff will communicate with the individual and/or his or her representative, explaining the infractions and imposing appropriate sanctions.
- **SVS** supervisory staff will send written confirmation of suspension dates and will indicate when **SVS** service will resume. This written confirmation will be mailed to the individual within **six working days** of the incident becoming known to **SVS** supervisory staff.
- When notified of the suspension, the person will receive information on how to appeal the decision.
- Suspensions for infractions of Inappropriate Bus Conduct, safety, or security issues will remain in effect pending the appeal.
- If the problem continues, service will be suspended permanently.

You will receive written notice of the violation, citing which trips were missed, and the proposed date for suspension of service. The suspension will not take effect for a minimum of fourteen days from the date of notice.

Suspensions are progressive and will be imposed as follows:

- First violation..... 7 days suspension
- Second violation.....14 days suspension
- Third violation..... 21 days suspension
- Fourth violation.... 28 days suspension
- Fifth violation... Permanent suspension

If more than one year elapses between any two stages of violations, the progression of suspensions will start again at the first step.

You can appeal the decision. **The written notice of appeal must be received by GHT within five working days of receipt of the notice of suspension.** If appealed, the suspension will not be imposed pending the outcome of the appeal hearing.

If you wish to appeal the suspension decision or denial of service, please write a letter to:

Operations Manager  
Grays Harbor Transit,  
Specialized Van Services,  
705 30<sup>th</sup> Street  
Hoquiam WA 98550.

The appeal process will include an opportunity for you to present information to a board made up of people not involved in the original decision.

A final decision will be made after careful review of the facts. A hearing will be scheduled within 30 working days of receiving the appeal, and a determination will be made within 30 calendar days of the hearing. A written determination will be sent to the person who appealed the action.

### **STANDING RIDES**

A standing ride (repeater) is an ongoing, regularly scheduled reservation (for example, to work, dialysis, physical therapy, church, etc.). It is useful to schedule a standing ride if you go to the same place one or more days each week.

Standing rides may be requested once eligibility has been approved. Please call our **SVS** dispatcher during normal business hours to request a standing ride. To expedite your call, please have the following information available:

- Passenger name.
- Your mailing address.
- Current phone number.
- Exact addresses of where you will be traveling to/from.
- How long you will need the standing ride.
- Times, days and addresses must be consistent.

To avoid no-show penalties, please call our **SVS** Dispatch office to place your standing ride on hold during times of vacation, illness, or any reason you will not be taking your scheduled trips. Be sure to tell us the date you want your standing ride reactivated.

**Standing rides (including dialysis patients) on the following holidays are automatically canceled: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Dialysis will work with us to reschedule during these weeks.**

Standing rides will be removed or denied due to excessive cancels and/or changes. You will be notified by phone if we cancel your standing ride.

## **SPECIALIZED SERVICE RESPONSIBILITIES**

**SVS** makes every effort to hire friendly, responsible drivers who have excellent driving records. **SVS** operators are thoroughly trained in defensive driving and customer relations; which helps them understand and respond to the special needs of **SVS** customers.

You can expect from **SVS**:

- Safe transportation
- Courteous, professional operators and staff
- Clean, well-maintained vehicles
- Prompt accurate responses to your questions and concerns
- Operator assistance from the door where your trip originates to the vehicle; and from the vehicle to the door of your destination.

Under some conditions our policy of door-to-door service will not be available to passengers. Alternate pick-up and drop-off locations may be established to address safety concerns.

- **SVS** will pick you up 15 minutes before or 15 minutes after your assigned pick-up time. This period of time is called the **On-Time** Window. If the vehicle arrives anytime during this period, it is considered **On Time**. You **must** be ready to go anytime within this 30-minute window.

Operators can **only wait five (5) minutes for you, after arriving within the On-Time window**, before being directed to move on and pick-up other passengers who are waiting. To avoid delays, missed appointments, and no-show penalties, please be ready to go when the van arrives to pick you up.

**If the van has not arrived within 10 minutes of your scheduled pick-up time, please call SVS dispatch to inquire about your ride.**

It is GHT's policy and responsibility to ensure safe and timely transportation for all **SVS** customers. You have a responsibility to use the system appropriately for the benefit of your fellow customers. When one customer disrupts service due to inappropriate use or unrealistic expectations, service to others is affected. You are expected to follow the guidelines to ensure that everyone, including yourself, has the safest and most convenient ride possible.

## **CUSTOMER RESPONSIBILITIES**

The following is a partial list of the more significant customer responsibilities. GHT reserves the right to deny service to customers who do not comply with their responsibilities.

- **SVS Operators are not permitted to wait while you run in and do a quick errand.**
- Medical procedures, chiropractic treatments, blood pressure check-ups, etc. are not allowed on board the vehicles.
- If you are boarding or de-boarding at a large building or shopping mall, a designated outside entrance will be used. You will be dropped off and picked

up at the same entrance. Please watch for the **SVS** van and try to make it easy for the operator to find you.

- For your safety and security, you will be required to use the safety belt while riding on **SVS**. Customers must remain seated and secured until the van has come to a complete stop. Remain seated until the operator is ready to assist you out of the van.
- Passengers are not to exit the van while operators are assisting other passengers.
- **SVS** Operators will not engage in unnecessary conversation with you. If you have questions while you are in the van, the operator will gladly help. However, distractions must be kept to a minimum for safety reasons.
- **SVS** Operators will not approach a house where there is a risk of encountering an unfriendly animal. When the SVS operator arrives, make sure your pet is contained or on a leash.
- All customers are expected to use appropriate social behavior while riding on GHT vehicles and when interacting with other customers or employees. Fighting, throwing objects, pushing, shouting, spitting, rough behavior, and vulgar language are all prohibited.
- For the comfort and health of all customers, personal hygiene should be maintained within acceptable standards.
- All customers must comply with safety rules, which include not smoking, eating or drinking in service vans, (*with approved exceptions*), and not playing radios or other noise generating equipment. Firearms or weapons of any type, hazardous chemicals, flammable liquids, explosives, acid, or any other articles or materials likely to cause harm to others are also prohibited. Any article that could spill or has an offensive odor must be effectively sealed to prevent odor from escaping, or the contents from spilling. Any unlawful bus conduct defined by Title 9.91.025 of the Revised Code of Washington (RCW).
- Under Washington State Law, RCW 46.61.687, any child less than three years of age must be placed in an approved and properly secured child safety seat provided by the accompanying adult. **SVS** does not provide child safety seats. You will be denied travel if you do not have an approved safety seat for each child traveling with you who is under three years of age.
- **SVS** operators are responsible for the safety of their passengers. If you use a mobility aid (i.e. wheelchair, walker etc), it is your responsibility to keep it in good working condition. Chairs and chair handles must be clean. Tires on wheelchairs must be properly inflated. Brakes must be in good working order. If an operator believes that you cannot be safely assisted to or from the van, you will be refused transportation and a supervisor will be sent to investigate the problem.
- Your wheelchair may be considered unsafe if the wheels or other parts are loose, if any parts of the wheelchair are broken, or if an electric wheelchair has a dead battery and cannot be moved without extreme effort by the **SVS**

operator. **SVS** staff will work with you to try to resolve any problem, but if no solution can be found, service may be denied until you have taken care of the equipment problem. Wheelchair lifts make it possible to load wheelchairs and passengers, with a combined weight of 600 lbs, in an efficient and safe manner. **No one but the SVS operator is permitted to operate the vehicle wheelchair lift.**

**SVS** reserves the right to suspend or terminate riding privileges of passengers who threaten the health and/or safety of our customers or the SVS operator. If a passenger engages in such improper conduct, the operator will stop the vehicle and a supervisor and/or police will be called.

### **SVS PHONE NUMBERS**

- **360-532-2770 press 2**
- **1-800-562-9730 press 2**