



## **Sherwood Senior Shuttle**

### Rider Policies & Procedures

To ensure a welcoming, safe, secure, and enjoyable transportation environment where all applicable riders are equally entitled to the use of the Sherwood Senior Shuttle and its services, Marjorie Stewart Senior Community Center and City of Sherwood staff and volunteers enforce the following policies.

Our enforcement is designed to preserve access to the Sherwood Senior Shuttle and its services to the maximum extent possible while still maintaining a safe and welcoming environment for the public, staff, and volunteers. Our intention with our enforcement is to be fair and to build relationships that lead to improved behavior and continued access to the Sherwood Senior Shuttle and its services while protecting riders, volunteers, staff, and our fleet. Although it may sometimes be necessary, it is not the intent of this policy or its enforcement to bar participants from services.

## **Procedures**

---

### **Ride Scheduling Procedures**

Call 503-625-5644 to schedule your ride. The reservation line is currently open Wednesday through Friday, 12:30pm to 4pm. You may leave a message at any other time. We will confirm your pick-up time or let you know if we're unable to fulfill your request.

Before calling to schedule your ride, make sure you have the following information ready:

- 1) Address of your pickup location.



- 2) Address of your destination and any additional stops.
- 3) Name of whom, if anyone, will be accompanying you. (All riders, including your companion must be registered riders prior to you scheduling your ride.)
- 4) Date of your ride.
- 5) Either your desired pickup time or, if an appointment, the time you need to be at your destination.
- 6) Your return trip should be scheduled at the same time as your pick-up. If not, please let the scheduler know that you will have other transportation for your return.
- 7) The phone number where you can be reached at the time of your pickup, if different than the number we have on file.

You will be notified of your pickup time 24 hours prior to your scheduled trip.

You may call up to 14 days in advance, but no less than 48 hours before your desired pick-up time.

If you need to change your destination once a ride has been scheduled, please call the Marjorie Stewart Senior Community Center 503-625-5644 as soon as you know- up to 3:30pm the day prior to your scheduled ride. The Marjorie Stewart Senior Community Center staff will try to accommodate your change request, but it might not be possible due to the other obligations of the shuttle on the day of the scheduled ride.

The shuttle is a shared-ride service so please be prepared to wait in order to accommodate other riders. There may be other pick-ups and drop-offs during your ride.

All rides on the Sherwood Senior Shuttle and/or by drivers of the Sherwood Senior Shuttle must be made through Marjorie Stewart Senior Community Center Staff. Private reservations between riders and drivers are not allowed.

All rides are scheduled and monitored by Marjorie Stewart Senior Center staff.



### **Pickup/Dropoff Procedures**

Riders will meet the Sherwood Senior Shuttle driver at the curb of your specific pick-up location.

If the shuttle is running behind schedule by more than fifteen (15) minutes, the shuttle dispatcher will call the rider as soon as the dispatcher is aware of the change in schedule.

A Sherwood Senior Shuttle driver will wait up to ten (10) minutes at the designated location for pickup. If a rider does not board the shuttle in this time, they will be counted as a no-show.

If a rider has six (6) no-shows in a twelve (12) month period, their ability to use the Sherwood Senior Shuttle may be suspended.

### **Ride Cancellation Procedures**

As soon as you know you need to cancel a scheduled ride, call the Marjorie Stewart Senior Community Center at 503-625-5644 to let us know of the change in need. If you repeatedly cancel rides the day of a scheduled ride, this can count as no-show rides so please let us know as early as you can.

If the Marjorie Stewart Senior Community Center needs to cancel a scheduled ride for any reason, we will let the rider, or their care coordinator, know as soon as we know. Rides may need to be cancelled due to inclement weather, unscheduled maintenance and repair needs, last minute driver schedule change, and other such reasons. We will try our best to maintain a scheduled ride.

### **Shuttle Charges & Payment Procedures**

Based on availability the Sherwood Senior Shuttle can transport applicable individuals within the Sherwood city limits for \$1 per stop.

On some occasions, and with manager approval, the Sherwood Senior Shuttle can transport an applicable individual outside Sherwood City limits, up to 20 miles from the Marjorie Stewart Senior Community Center, for the additional fee of \$5 per stop.

There is no charge for trips directly from home and returning from the Marjorie Stewart Senior Community Center.

Sherwood Senior Shuttle riders will have a rider account that can be pre-loaded in any increment, up to \$50 at a time. Accounts may be reloaded when needed in



21907 SW Sherwood Blvd. • Sherwood, OR 97140 • 503-625-5644

person, through the mail, or by calling 503-625-5644. Online payment is not currently available. All trips will be electronically deducted from your account upon the completion of your trip.

All shuttle payments are through the pre-payment system. Account refunds are available at any time when requested. Payments made by credit card will be returned directly to the credit card used for payment. If the account was paid for by cash or check, the city will mail a check in the refund amount directly to the address on the account.

The Sherwood Senior Shuttle driver does not handle any payments in any form.

## **Policies**

### **Zero Tolerance Policy**

The Sherwood Senior Shuttle has a strict Zero Tolerance policy. We do not tolerate the use of drugs or alcohol on the shuttle, nor do we tolerate inappropriate behavior towards the driver or other passengers. This includes actions that could be construed as harassment or intimidation of the driver or fellow passengers. If you believe that a fellow passenger or volunteer may be under the influence of drugs or alcohol, is behaving in a manner that you consider inappropriate or that makes you feel uncomfortable or unsafe or engages in conduct which could be considered unlawful or illegal, please call the Center Manager at 503-625-5644 to determine how to proceed or have the driver pull over at the nearest safe location. If you feel that you are in imminent danger, please contact the police directly by calling 911. After the ride has concluded, please provide feedback by calling us at 503-625-5644 or email us at burbankm@sherwoodoregon.gov to report the issue.

No Rider of the Sherwood Senior Shuttle Shall:

- ❖ Commit or attempt to commit any activity that constitutes a violation of federal, state, or local criminal statute or ordinance, included but not limited to:
  - Physically harm another person or group of people.



- Be under the influence or in possession of an illegal drug or alcoholic substances, firearm, knife, or other weapon prohibited by City Ordinance or State Statues for shared or public transportation.
- Destroy, deface, or steal Sherwood Senior Shuttle, Marjorie Stewart Senior Community Center, or fellow rider's property.
- Engage in sexual conduct.
- Use excessive inappropriate language.

### **Age Policy**

Riders must be 62 and older or accompanying a qualifying rider.

### **Animal Policy**

Licensed service animals are welcome to ride in the Sherwood Senior Shuttle without restrictions. Other dogs and cats must be in an airline-approved carrier to ride and be able to be carried on the rider's lap or underneath the rider's seat/seat in front. It is the rider's responsibility to clean up after their pet or service animal.

A service animal is an animal that is trained to work or perform tasks for an individual with a disability.

### **Driver Policy**

All Sherwood Senior Shuttle drivers are vetted through the City of Sherwood's volunteer application process. This includes a background check and clean driving records.

All Sherwood Senior Shuttle drivers will have Marjorie Stewart Senior Community Center volunteer ID on them as well as high-visibility vests.

All Sherwood Senior Shuttle drivers have been trained by Marjorie Stewart Senior Community Staff as well as driver safety training mandated by the City of Sherwood, and ridership and securement training through Ride Connection.

Sherwood Senior Shuttle drivers will follow safety protocol and policies.

### **Eating/Drinking Policy**

Please help us keep our vehicle clean and fresh and avoid eating and drinking while the vehicle is moving. If you do bring a beverage, please make sure it is in an easily



re-sealed container and that all food and drink containers are securely closed and stowed while the vehicle is in motion. Please also be mindful that smelly food can be distracting and unpleasant for your fellow passengers. Drinking alcohol and carrying open containers of alcohol in the shuttle vehicle are not allowed.

### **Groceries/Luggage Policy**

Vehicles are a shared space, and as such we ask everyone to limit any personal items to a single piece of luggage or reasonably sized bag. If you are grocery shopping, please limit your purchases to two grocery-sized bags.

The Sherwood Senior Shuttle does not have storage for rider's belongings to be left onboard the shuttle between or after stops. All possessions must be taken off the shuttle when the rider disembarks from the shuttle.

Drivers may not enter a private residence. If the driver deems it safe and appropriate to do so, they may assist a rider by carrying up to two (2) grocery bags or packages to the front door of a rider's home or to the front desk of a living facility or apartment.

### **Onboard Code of Conduct Policy**

Once seated on the Sherwood Senior Shuttle, please remain seated until the Shuttle reaches your destination. This includes when the driver gets off the Shuttle to help another rider.

Riders will follow all safety directives given by the driver as they relate to these policies and procedures.

While on the Sherwood Senior Shuttle, a rider shall not put any body part outside of the vehicle (for example--rolling down a window and sticking an arm out to wave).

Riders will refrain from making loud noises that can distract other passengers and the driver. This includes loud and boisterous conduct, singing, or playing audio outside of headphones.

### **Phone Use Policy**

Please remember your fellow passengers might not be interested in your phone conversations. We ask that you limit phone calls to quick logistics and emergencies during shared rides.



## **Shuttle Availability Policy**

The hours of operation for the service are Monday through Friday, 9:30am to 4:30pm, based on driver availability. Though we try to accommodate as many requests as we can, we rely on volunteer drivers and can therefore never guarantee a ride.

Service is not available on weekends or the observed holidays of New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, the Friday after Thanksgiving, and Christmas.

If the Marjorie Stewart Senior Community Center is not open for operation, the Sherwood Senior Shuttle will also not be operational. Cancellation of service due to inclement weather will be announced on social media and email. The information will also be sent to local news stations to include with their closure notices. We will also change the voicemail at 503-625-5644 to reflect the closure and cancellation of transportation services for the day.

## **Smoking Policy**

Smoking of any kind is prohibited, including e-cigarettes, vaporizers or smokeless cigarettes. Also, no spark or flame may be lit or ignited at any time by any device on the Sherwood Senior Shuttle.

## **Tipping Policy**

Transportation is a service of the Marjorie Stewart Senior Community Center and tipping is not necessary, expected, or allowed. However, if you'd like to acknowledge your driver you can let Center Staff know of your experience and/or make a charitable donation to the Marjorie Stewart Senior Center, the Friends of the Sherwood Senior Center, or another organization of your choice.

## **Termination Policy**

The Marjorie Stewart Senior Community Center reserves the right to terminate ridership privileges if the stipulations laid out in these policies and procedures are not met, if a rider exhibits consistent or repeated inappropriate behavior, or for repeated scheduling infractions such as not showing up at the point of pick-up six (6) or more times in a twelve (12) month timeline. Ridership can also be suspended for the aforementioned reasons with the final determination of termination and



21907 SW Sherwood Blvd. • Sherwood, OR 97140 • 503-625-5644

reinstatement at the discretion of the Marjorie Stewart Senior Community Center Manager and Community Services Director.

CONFIDENTIAL DRAFT