

**DOUBLE S INDUSTRIES  
4405 GALLOWAY ROAD  
SANDUSKY, OHIO**

**TRANSPORTATION  
INFORMATION  
RULES  
&  
GUIDELINES**

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: SERVICE AREA

SECTION: 5 page 17

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To ensure compliance with the Americans with Disabilities Act (ADA) by providing the same level of service to individuals with disabilities as to other individuals throughout the entire established service area.

## DEFINITIONS:

Service area is the geographic area in which Double S Industries will provide transportation for Erie County MR/DD adult passengers.

## PROCEDURE:

All MR/DD adult passengers, regardless of disability, will have access to the entire established service area.

Upon Request Double S Industries will provide transportation for Erie County MR/DD adults from their place of residence to Double S Industries Day program and Sheltered Work Shop and return to their place of residence. Double S Industries will provide day trips upon request from the supervision to and from its place of business for its MR/DD clients.

Double S Industries will provide out-of-county day trips for its MR/DD clients upon advance request.

## RESPONSIBILITIES:

The Executive Director and management staff will be responsible for compliance.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd., Sandusky, Ohio 44870

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SUBJECT: SERVICE HOURS

SECTION: 5 pages 18 & 19

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE: [\[click here\]](#)

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## DIRECTIVE:

To establish operational hours for providing public transportation.

## PROCEDURE:

Accessible service will be offered during the same days and hours as non-accessible service.

Double S Industries will operate Monday through Friday with the following operating hours:

Monday:	6:00 a.m. to 6:00 p.m.
Tuesday:	6:00 a.m. to 6:00 p.m.
Wednesday:	6:00 a.m. to 6:00 p.m.
Thursday:	6:00 a.m. to 6:00 p.m.
Friday:	6:00 a.m. to 6:00 p.m.
Saturday:	With advance request and approval
Sunday:	No Service

After hours provided upon advance request and approval from Double S Industries MR/DD

## **Out-of-County Service**

Service provided upon advance request and approval from Double S Industries MR/DD.

## **Holidays**

Double S Industries will be closed in observance of the following holidays:

New Years Day (January 1<sup>st</sup>)  
Martin Luther King Day  
President's Day  
In-service Day (March 3<sup>rd</sup>)  
Good Friday  
Memorial Day  
Independence Day (July 4<sup>th</sup>)  
In-service Day (August 21<sup>st</sup>)  
Labor Day  
Columbus Day  
Veteran's Day

Thanksgiving Day  
Day After Thanksgiving  
Christmas Eve (December 24<sup>th</sup>)  
Christmas Day (December 25<sup>th</sup>)  
New Years Eve (December 31<sup>st</sup>)

Please refer to Inclement Weather Policy (See Safety Section, Page (Section 41 Page 48 & 49 of this manual) for other weather related emergency closings.

RESPONSIBILITIES:

The Executive Director is responsible for ensuring that public transportation services are provided as noted above.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd., Sandusky, Ohio 44870

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SUBJECT: ACCESS TO INFORMATION

SECTION: 5 page 20

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To meet the intent of the Americans with Disabilities Act (ADA) by ensuring that all persons have appropriate access to brochures and Riders Guides.

PROCEDURE:

Brochures and other printed materials are available in alternative formats upon request. Alternative formats include, but are not limited to, large print, audio cassettes, and computer disks.

A statement that the information is available in alternative format will be included on all brochures and printed materials.

A TTY/TDD or the Ohio Relay number (1-800-750-0750) will be included in all printed or internet materials with phone numbers listed. TTY/TDD or the Ohio Relay number will be included in all radio and TV commercials (public service announcements).

Public hearings will be held in accessible locations.

Public hearing notices will include the statement that any person requiring special accommodations should contact, Jody Butler 419-626-1048.

RESPONSIBILITIES:

The Executive Director is responsible for assuring that public transportation services are provided as noted above.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd. Sandusky, Ohio 44870

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SUBJECT: DOUBLE S INDUSTRIES IDENTIFICATION BADGES SECTION: 21 page 26

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EFFECTIVE DATE: REPLACES: New  
APPROVED BY:  
APPROVAL DATE:

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DIRECTIVE:

To establish a policy for a procedure for the disbursement and use of Double S Industries Identification (ID) badges.

PROCEDURE:

Double S Industries will provide all employees one (1) identification badge upon employment. The ID badge shall be visibly worn at all times the employee is performing work related activities.

Each employee will be responsible for keeping the badge in good condition.

The ID badge must be clipped to his/hers clothing or on a lanyard in plain sight.

If the badge is lost or falls into disrepair, Double S Industries will replace the first one for free. If the badge is lost or falls into disrepair a second time within six (6) months of the first replacement, then the badge will be replaced at a cost of \$5.00 to the employee.

Normal wear and tear is expected; badges will be re-issued every (3) years.

Double S Industries requires the I.D. badge to be returned when the employee leaves the employment.

Lost badges must be reported immediately.

RESPONSIBILITIES:

It is the responsibility of the Assistant Director and/or Operations Manager to ensure compliance with this procedure.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: SEATBELT POLICY

SECTION: 41 page 44 & 45

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EFFECTIVE DATE:

REPLACES:

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To comply with all Ohio traffic laws requiring vehicle occupants to wear safety belts.

PROCEDURE:

***Company Employees***

All Company employees are required to wear safety belts while operating or riding as a passenger in any Company vehicle.

***Passengers***

All passengers are required to wear safety belts.

Each passenger must have his/her safety belt securely fastened before the vehicle will be permitted to begin movement.

Passengers seated in wheelchairs will be secured via an approved four-point restraint system. (Please see the Wheelchair Securement policy located in the Safety section of this manual for all approved securement devices.)

***Children***

**N/A at this time**

**Exceptions for agencies that require the use of seatbelts.**

If the seatbelt is not long enough to be secured, manufacture's seatbelt extensions will be used. If the extensions do not correct the situation, the passenger will not be required to wear a seatbelt. The driver should document on his/her manifest that the seatbelt could not be secured. Every effort will be made to resolve this situation.

Passengers who have a medical condition which prohibits the use of seatbelts, will not be required to wear the seatbelt. This must be documented on the driver's manifest. The scheduler will enter the information under special needs for future trips. Do not ask the passenger the disability or medical condition that prevents the use of a seatbelt.

# Double S Industries

## Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: INCLEMENT WEATHER  
CONDITIONS

SECTION: 41 page 57 & 58

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To provide guidelines on safe operation during poor weather conditions.

PROCEDURE:

*(NOTE: The following are excerpts from the ODOT Model Safety Plan. Contact the Office of Transit for a complete copy.)*

**Tornado**

If a tornado warning is sounded or broadcast, employees will immediately report to the designated shelter. If drivers are in vehicles, drivers and passengers should exit the vehicle and seek shelter in a ditch, under a bridge, in the basement of a nearby building or in the safest possible place given the situation.

If possible, continue monitoring local weather reports.

Management will determine when personnel and vehicles can return to a normal operating mode.

If vehicles have sustained any damage from wind or wind blown debris, they should be inspected and repaired by maintenance staff before operating again.

**Flood Procedures - Vehicle**

The Operation Manager and/or Management Staff will inform drivers that the following emergency flood preparedness measures are to be taken:

- Management will determine when and if transit services need to be discontinued.
- Vehicles that are parked in areas that could flood must be moved to high ground if possible.
- In case of flash flood warnings, drivers on the road must avoid known flood areas. Never attempt to cross roads or bridges that are flooded. If your vehicle stalls because of high water, it is generally safer to stay in the vehicle and radio for emergency help rather than try to walk through fast flowing water.

**Snow Emergencies**

Every effort will be made to provide service during inclement weather.

Based on information provided by the local law enforcement, the Executive Director will make the decision if the system will close.

It may be necessary to limit service within the city limits or for emergency needs only.

Staff should tune to the following radio station for cancellation of service, station WLEC 1450 A.M. and WCPZ 102.7 F.M.

**RESPONSIBILITIES:**

The Executive Director shall be responsible for determining limited service or service cancellation during inclement weather. All other responsibilities shall be as defined above.

*NOTE: The inclement weather policy must be included in all brochures and riders guides.*

# Double S Industries

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: DISRUPTIVE/ABUSIVE PASSENGERS SECTION: 41 page 59

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EFFECTIVE DATE: REPLACES: New  
APPROVED BY:  
APPROVAL DATE:

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## DIRECTIVE:

To provide direction for the transport of abusive or disruptive passengers.

## DEFINITIONS:

Abusive behavior includes, but is not limited to:

- ✓ Physical altercations with Company employees or other passengers.
- ✓ Threatening or intimidating language.
- ✓ Excessive profanity.
- ✓ Shouting at Company employees or other passengers.

## PROCEDURE:

Any behavior deemed abusive or disruptive will be reported to first, the Operation Manager, second, Assistance Director by the Driver.

Any passenger engaging in abusive or disruptive behavior will be given one (1) written letter requesting that the abusive or disruptive behavior cease while being transported on company vehicles.

Further instances of abusive or disruptive behavior will be given a written warning that any future instances of such behavior will result in suspension and possible expulsion from riding aboard company vehicles.

Any passenger exhibiting continuing abusive or disruptive behavior after written warnings shall have his/her riding privileges suspended as follows:

- 1<sup>st</sup> Offense: Riding privileges suspended for two (2) weeks.
- 2<sup>nd</sup> Offense: Riding privileges suspended for one (1) month.
- 3<sup>rd</sup> Offense: Riding privileges suspended for ninety (90) days.
- 4<sup>th</sup> Offense: Riding privileges permanently revoked.

Passengers claiming a medical condition for such abusive or disruptive behavior will need to contact the Executive Director to provide documentation of such a condition and to make arrangements for transportation.

Exception for passengers with behavior plans in place these plans will be followed.

## RESPONSIBILITIES:

All Drivers are responsible for reporting abusive or disruptive behavior. The Assistance Director and/or Executive Director will be responsible for determining the consequences and enforcement of such behavior.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: WHEELCHAIR SECUREMENT

SECTION: 41 page 61 & 62

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To comply with the Americans with Disabilities Act of 1990 in providing equal access to public transportation for persons with disabilities.

## PROCEDURE:

All Double S Industries passengers must wear safety belts at all times while aboard a Double S Industries vehicle. All passengers using wheelchairs and other mobility devices will be secured using a four-point tie-down system.

Double S Industries can deny service to any passenger if the wheelchair or mobility device cannot be secured to the satisfaction of the driver.

When a wheelchair or mobility device is difficult to secure properly, the driver is expected to make every effort at securing before requesting that the passenger transfer to a regular seat. The driver may *request* the passenger transfer to a regular seat, but will not be permitted to **require** the passenger transfer if proper securement is not possible.

Wheelchairs and other mobility devices are to be secured facing forward.

The four-point tie down system will be used for all mobility devices.

Use the seatbelt (with shoulder restraint), which attaches to the floor if the vehicle is equipped with one.

Ensure that the lap belt stays on.

If the shoulder restraint cannot be used the lap belt alone will suffice; however, these should be rare occasions.

Ensure that the mobility device brakes are applied.

Attach straps to the floor connection points first.

Connect front tie down straps (pull or cam type; not ratchet) to a T-connector or the wheelchair frame on the front half of the wheelchair.

Connect back, ratchet tie-down straps to a T-connector on the back half of the wheelchair.

Do not connect straps to the wheels, footrests, armrest or any detachable or flexible part of the wheelchair. Do not pass the straps through the rear spokes.

A tightened tie-down strap must form a straight line (no slack) at a 45-degree.

Exercise proper bending techniques when securing straps.

Unoccupied wheelchairs (when the passenger has transferred to a seat) must be tied down securely.

Verify straps are secure and that the device does not move.

Electric wheelchairs must have the power turned off while secured.

**Reminder:**

- ✓ Store loose tie-down straps when not in use.
- ✓ Keep tracks clean and free of dirt and debris.
- ✓ Pull a wheelchair downhill and push when moving uphill.
- ✓ Always inform dispatch when you are loading a wheelchair passenger.
- ✓ Immediately report any malfunctions with lift equipment to dispatch so that repairs can be schedule as soon as possible.

**RESPONSIBILITIES:**

The Operation Manager is responsible for ensuring all drivers are trained in the procedure.



# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: NO-SHOW POLICY

SECTION: 96 page 97, 98 & 99

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To assure that the service is operating in the most efficient manner by correcting the action by habitual abusers of service scheduling.

## DEFINITIONS:

No-show – Any passenger who is unavailable for pick-up of a scheduled trip that has not notified Double S Industries to cancel that trip. Trips in which passengers will not be picked up due to circumstances related to service will not be considered a no-show.

## PROCEDURE:

The Driver will wait for passengers for 15 minutes beyond the scheduled pick-up time. Passengers who do not make themselves available within that window will be considered a no-show.

Exceptions may be made for passengers who are unduly delayed due to medical appointments or procedures. The passenger will be required to contact the Scheduler as soon as practicable following the missed trip and a new driver will be dispatched as soon as possible.

## **Excessive No-shows**

Passengers who have three no-shows or late cancellations in 30 days will be sent a written warning. The written warning will state that two additional no-shows or late cancellations in the next 30 days may result in transportation privileges being suspended for up to 30 days.

Before any suspension, the potentially affected individual will receive written notice that transportation service will be suspended beginning 14 days from the date of notice. The individual will receive a copy of the appeals process that details passenger rights in this situation.

Double S Industries will continue to serve passengers appealing pending suspensions until all appeals have been settled. For passengers who do not choose to appeal, suspensions will commence on the date specified in the written notice.

## RESPONSIBILITIES:

Responsibilities as defined above.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: TRIP CANCELLATION POLICY      SECTION: 96 page 100

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To establish a consistent cancellation timeframe.

PROCEDURE:

The scheduled trip must be cancelled no later than 3:00 noon on the day before the scheduled pick-up time. Any cancellation made after 3:00 noon will be considered a no-show.

RESPONSIBILITIES:

It shall be the responsibility of the Operation Manager to ensure compliance. The Executive Director may grant exceptions under extenuating or unusual circumstances.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: WAIT TIME POLICY

SECTION: 96 page 101

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To establish a timeframe for drivers to wait for passengers to board the vehicle.

DEFINITIONS:

*Wait time* - any time spent awaiting passenger boarding after arrival at a scheduled pick-up address.

PROCEDURE:

**Example 1:**

Passengers will be encouraged to be prepared for boarding at the scheduled pick-up time. Passengers will be advised of a 30 minute window to expect the arrival of a driver (15 minutes prior to and immediately following the scheduled time). **All passengers will be advised that the scheduling office will not make reminder calls for pick-up times.**

If a driver is unable to arrive during the established pick-up window, the Operation Manager will be notified and the passenger contacted with a revised pick-up time. Passengers may be advised to contact the scheduling office to verify the time of arrival.

RESPONSIBILITIES:

Responsibilities as defined above.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: PASSENGER ASSISTANCE

SECTION: 96 page 102 & 103

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To provide guidance for drivers while assisting passengers.

## DEFINITIONS:

*Curb-to-curb*: demand response service wherein drivers are required **only** to arrive at a destination to allow for boarding and exiting of the vehicle.

*Door-to-door*: demand response service wherein drivers are permitted to assist passengers from the threshold of a structure until the passenger has boarded the vehicle and vice versa for exiting.

## PROCEDURE:

Double S Industries is a curb-to-curb transportation service. Drivers are to maintain a line of sight to the vehicle and stay within a reasonable operating perimeter (approximately ten (10) feet) of the vehicle during the execution of their duties as drivers. This distance allows the driver to assist a passenger to board or exit a vehicle, operate the lift, or set packages at the curb.

If requested at the time a reservation is made, door-to-door service may be provided. Door-to-door service means that the driver will be permitted to assist (escort) the passenger from the main entrance door of the origin to the main entrance door of the destination.

Double S Industries has a *one step* policy. Persons using wheelchairs must have a ramp that is clear of hazards and at an angle that does not put drivers at risk of injury. Drivers will not provide assistance if there is more than one step (i.e. a curb) to be maneuvered. Drivers must exercise caution when providing door-to-door service and ensure that the vehicle remains in the line of sight.

Drivers are strictly prohibited from entering the passenger's home or any private residence under any circumstances. Contract service which may require the driver to assist passengers in or out of public buildings will be communicated at the beginning of each shift or as dispatched.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: PROHIBITED ACTIVITIES, SECTION: 96 page 103  
PASSENGERS

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EFFECTIVE DATE: REPLACES: New  
APPROVED BY:  
APPROVAL DATE:

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DIRECTIVE:

To establish a uniform policy on prohibited passenger activities aboard vehicles.

PROCEDURE:

The following are activities and behaviors that are prohibited on the Double S Industries vehicles.

- No **smoking** or chewing tobacco on any vehicle owned or operated by Double S Industries.
- No eating or drinking allowed on vehicles operated by Double S Industries.
- No physical or sexual contact with drivers or other passengers.
- No objects defined as or intended to be used as a weapon (Ohio's Concealed Carry Law will be enforced).
- No use of obscene, profane, or indecent language.
- No playing of any audio devices without the use of earphones.
- No hazardous materials. (see restricted items)
- No passenger is allowed to solicit for any contributions.
- Do not open windows while heating or air conditioning units are in operation.
- Refusing to follow reasonable directions given by Double S Industries driver, especially those that relate to the safety and security of the passengers and staff.
- Shirt and shoes must be worn at all times.
- Must use seat belts.

The driver shall make one (1) request for the prohibited behavior to stop. If the behavior does not stop the driver shall stop the vehicle in a safe area and contact the office for further assistance.

The driver must document all incidents using Incident Report Form procedures as stated on page (insert page number) of this manual at the end of his/her shift.

Law enforcement authorities will be contacted for any criminal behavior.

If the vehicle is stopped due to disruptive behavior, the following process will be followed:

- 1<sup>st</sup> Offense: Riding privileges suspended for two (2) weeks
- 2<sup>nd</sup> Offense: Riding privileges suspended for one (1) month.
- 3<sup>rd</sup> Offense: Riding privileges suspended for ninety (90) days
- 4<sup>th</sup> Offense: Riding privileges permanently revoked.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: RESTRICTED ITEMS ON                      SECTION: 96 page 108  
VEHICLES

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EFFECTIVE DATE:    REPLACES: New

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To establish a uniform company policy on restricted items on vehicles.

PROCEDURE:

The following items are prohibited from transport:

- Ø Explosive materials (i.e. ~ dynamite)
- Ø Combustible material (i.e. ~ gasoline)
- Ø Toxic materials (i.e. ~ volatile chemicals)
- Ø Vaporous materials (i.e. ~ pesticides)
- Ø Firearms (Ohio's Concealed Carry Law will be enforced)
- Ø Un-caged animals, other than service animals
- Ø Merchandise that is too large to be held on passenger's lap (i.e. lawnmowers, bicycles, bales of straw, etc.)
- Ø Large bulky items (i.e. furniture or extremely large boxes)

RESPONSIBILITIES:

It is the responsibility of the driver to ensure compliance. If additional assistance is needed, driver must contact scheduler/dispatcher for further instruction.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: ARTICLES AND PACKAGES ON VEHICLES      SECTION: 96 page 109

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To establish a limit of packages carried by passengers aboard all Double S Industries operated transit vehicles.

## DEFINITIONS:

A grocery bag is defined as one paper sack or two small plastic bags (Not exceed 14" in length).

## PROCEDURE:

### **Example**

Passengers may carry a purse plus one additional bag. Items must be carried on passengers lap. Bag must not exceed 14" in length.

## RESPONSIBILITIES:

It shall be the responsibility of the drivers to ensure compliance.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: SCHEDULING

SECTION: 96 page 110 & 111

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To provide a uniform procedure for scheduling a passenger trip.

DEFINITIONS:

**Standing orders** is a scheduling practice that allows passengers to request the same service, i.e. a reoccurring trip, without having to call each day or week to schedule. The person would call back only if a trip were to be cancelled. Standing orders, as any other request for service, are subject to a transit system's no show and cancellation policies.

PROCEDURE:

The office hours for trip reservations are Monday-Friday 8:00 a.m.-3:30 p.m. at 419-626-1048 or the Ohio Relay at 1-800-750-0750. Double S Industries requires a twenty-four hour advance notice for scheduling trips. Trips are scheduled on first come, first scheduled basis. There is **no** trip prioritizing except of **Standing orders**. Same day requests will be accepted depending on availability. Trip requests cannot be left on voice mail.

Out of County trips require a 72-hour advance notice. The Operations Manager is responsible for scheduling all routine out-of-county trips.

The passenger will be required to provide name, address of pick-up, requested time of pick-up, address of destination, appointment time (if applicable), any special needs (i.e. wheelchair accessible vehicle), and any other pertinent information (i.e. an accompanying PCA).

Request for service outside of Double S Industries hours or service area is to be documented for planning purposes.

If the requested time is not available the scheduler may negotiate time slots. (See Trip Denial policy).

The passenger will be given the time of the pick-up when scheduling. Passengers will be reminded of the pick-up window. No call backs to confirm trips or change schedule.

A brochure will be provided to all new passengers either by mailing or given to the new passenger upon boarding. Contract passengers should receive a brochure from the contracting company prior to scheduling a trip.

RESPONSIBILITIES:

The Operation Manager is responsible for all scheduling and dispatching respectively.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: PERSONAL CARE ATTENDANTS SECTION: 96 page 113

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To provide guidance to persons requiring an accompanying personal care attendant during transit provided trips.

## DEFINITIONS:

Personal Care Attendant (PCA) – Persons eligible under Americans with Disabilities Act (ADA) regulations must be allowed a personal care attendant. A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs.

## PROCEDURE:

A disabled passenger may have one (1) personal care attendant (PCA) ride with them.

To ensure sufficient seating capacity, the passenger should inform the Scheduler when making a reservation that a personal care attendant is required and will be accompanying the passenger.

The PCA is expected to care for the passenger while en route to the destination.

The PCA must furnish any care over and above routine passenger assistance provided by the Driver.

Use of the PCA is the discretion of the passenger.

## RESPONSIBILITIES:

It is the responsibility of the Operations Manager and Driver to ensure compliance with this procedure.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: SERVICE ANIMALS

SECTION: 96 page 114

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To provide guidelines for the transport of service animals on transit vehicles.

## DEFINITIONS:

Service Animal - The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for himself or herself. "Seeing eye dogs" are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. There are service animals that assist persons with other types of disabilities in their day-to-day activities. Some examples include:

- Alerting persons with hearing impairments to sounds.
- Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- Assisting persons with mobility impairments with balance.

## PROCEDURE:

Service animals are permitted to accompany individuals with disabilities in the vehicles and company facilities. The passenger must be in direct control of the service animal at all times.

It is the responsibility of the passenger to inform the Operation Manager when scheduling a ride that a service animal will be present. This information is then relayed to the driver through a notation on the manifest.

Operations Manager may ask the following questions:

Is the animal a pet or a service animal?

What service has the animal been trained to perform?

Operation Manager/Drivers may **NOT** ask the following questions:

What is the passenger's disability?

Does the passenger have proof of certification or other documentation for the service animal?

## RESPONSIBILITIES:

It is the responsibility of the Scheduler and Transit Director to ensure compliance with this procedure.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: TRANSPORTING PETS

SECTION: 96 pages 115

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

To provide guidelines for the transport of pets on transit vehicles.

DEFINITIONS:

Pet – A domestic animal kept for pleasure rather than utility. **This does not include Service Animals. Refer to Customer Service Section, Service Animal Policy on page (Section 96 page 114) of this manual.**

PROCEDURE:

Pets will not be transported.

Drivers must contact Operation Manager if the passenger attempts to board the vehicle with a pet. Operation Manager will provide direction. This policy does not include Service Animals.

RESPONSIBILITIES:

It is the responsibility of the Driver, Operation Manager and Executive Director to ensure compliance with this procedure.



# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: PASSENGER SECTION: 96 page 117  
COMPLAINT/COMMENT

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EFFECTIVE DATE: REPLACES: New  
APPROVED BY:  
APPROVAL DATE:

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DIRECTIVE:

To establish a method for passengers to communicate complaints, compliments and suggestions.

PROCEDURE:

Passengers may call to lodge a complaint, make a suggestion or compliment an employee or the service.

The staff taking the information must document the details. After the comment is documented and completed, it must be forwarded to the Operations Manager within 24 hours. All customers will be handled with respect and in an expeditious manner.

Complaints that are serious in nature must immediately be brought to the attention of the Executive Director.

The Executive Director will immediately take appropriate action to begin an investigation to determine validity.

On all validated complaints the Executive Director will contact the person that initiated the complaint within seven (7) days. The Executive Director will provide the resolution in writing to the complainant within ten (10) days. Other alternative formats will be provided upon request.

If the complainant is not satisfied with the resolution, the complainant may take it to the Double S Industries Board of Directors within thirty days of Executive Director's written resolution.

The Board of Directors will issue a final written decision within seven days after the meeting to discuss the complaint.

The Executive Director will ensure that appropriate retraining and/or disciplinary action occurs and is documented.

Compliments for employees or service will be posted on the employees' bulletin board. All thank you notes will also be posted.

Suggestions submitted will be discussed during staff meetings to determine the feasibility of the suggestion.

All complaints, compliments and suggestions will be retained.

RESPONSIBILITIES:

Responsibilities defined above.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: TRIP DENIALS

SECTION: 96 page 119

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EFFECTIVE DATE:

REPLACES: New

APPROVED BY:

APPROVAL DATE:

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## DIRECTIVE:

To comply with Americans with Disabilities Act of 1990, a trip denial log will be maintained in order not to deny service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the company or passengers.

## DEFINITIONS:

Trip Denial – In a demand response system, a trip denial occurs when a passenger's trip request cannot be accommodated due to capacity constraints. Trip times may be negotiated with the passenger within one hour prior or one hour past the requested time. If the requested trip can only be accommodated outside of this "window," it is a trip denial.

## PROCEDURE:

All trip denials shall be logged using the attached form. See Attachment "B"

Trip denials will be compiled quarterly and submitted to ODOT as required.

## RESPONSIBILITIES:

It is the responsibility of the Operation Manager and Executive Director to ensure compliance with this procedure.

# Double S Industries of Erie County

Policy Manual

4405 Galloway Rd Sandusky, Ohio 44870

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SUBJECT: TRANSPORTING CHILDREN

SECTION:

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EFFECTIVE DATE:

REPLACES:

APPROVED BY:

APPROVAL DATE:

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DIRECTIVE:

**N/A at this time.**