



Passenger Handbook Procedures



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SERVICE STATEMENT

ComWell provides transportation to the ComWell for the CDS program

ComWell Developmental Training program is a non-profit, rehabilitation center designed to meet the needs of people who have a disability. We believe that our services should be designed to meet the needs of all individuals served with respect and consideration for their individual differences. To accomplish this it will take everyone to work together. We encourage family, friends, guardians and caregivers to work with us.

PASSENGER BILL OF RIGHTS

As an ComWell passenger, you are entitled to:

- Safe, reliable and courteous curb-to-curb transportation service
- A clean, comfortable, well-maintained vehicle that meets Illinois safety and vehicle inspection requirements
- A licensed, fully trained driver, neatly dressed and well mannered
- Compliance with all vehicle and traffic laws and regulations
- Dependable appointment information
- Safe, orderly procedures for loading and unloading passengers
- Diligent investigation and timely redress of complaints

If you would like more information regarding our service or have a complaint against a ComWell vehicle, please call (618) 282-6233 Ext. 135. Please include the vehicle number, location and time of day.

DESCRIPTION OF SERVICE

ComWell provides curb-to-curb NON-EMERGENCY para-transit service. ComWell provides transportation for disabled passengers to and from the ComWell CDS program.

SERVICE AREA

ComWell service is available in the following areas:

Townships: Red Bud, Sparta, Marissa, Steeleville, Percy, Evansville, Ellis Grove, Chester and the county of Randolph

DAYS AND HOURS OF SERVICE

Transportation Office hours are Monday through Friday
7:00 a.m. to 3:30 p.m.
(618) 282-6233 Ext 135 or 136
No service on Saturday and Sunday

The ComWell is closed on the following holidays:

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

SERVICE TYPES

Curb-to-curb service is provided for all our passengers. Curb-to-curb service means the ComWell driver will assure that any passenger will be picked up and dropped off at their predetermined designated location. The ComWell driver is responsible for assisting the passenger from on and off the bus, especially the frail, elderly and disabled passengers. At times the driver may need assistance from another individual, guardian, parent or outside staff member.

Service to persons using respirators or portable oxygen will not be denied, however ComWell requires all apparatus to be secured at all times while the vehicle is in motion.

ComWell requests notification if a personal care attendant or companion rider will be accompanying the passenger to allow for a seat to be available.

Adequate time will be given for individuals with disabilities to board or disembark the vehicle.

ANIMAL TRANSPORTATION PROCEDURE

ComWell only allows for transportation of service animals.

At no time will any animal, other than a service animal, be transported. Service animals will be required to remain on the floor and out of the aisle area of the bus. The passenger utilizing the service animal will be responsible for the conduct of the service animal.

WHEELCHAIR/LIFT INFORMATION

ComWell vehicles are equipped with a wheelchair lift and wheelchair securements.

Passengers needing mobility aids must provide their own. ComWell complies with ADA guidelines in accommodating all "common wheelchair" and mobility aids in common use (including Amigos, Rascals, Segways and other scooter style devices). A common wheelchair is a wheelchair that does not exceed 30 inches in width and 48 inches in length measured two inches above the ground from the widest part of the wheel to the footrest, and does not weigh more than 600 pounds when occupied. Wheelchairs are

defined to include both three-wheeled and four-wheeled mobility aids. Three-wheeled “scooters” and other non-traditional designs that fit within these standards will be transported.

For safety and liability reasons, ComWell adheres to the following guidelines:

- Passengers utilizing a wheelchair will be allowed to transfer to a regular seat in the vehicle.
- An individual who uses a lift will not be refused to disembark from a vehicle at any designated stop, unless the lift cannot be deployed or the lift will be damaged if deployed or temporary conditions preclude the safe use of stop for all passengers.
- The passenger must ensure ramp and wheelchair paths are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.

CANCELLATION PROCEDURE

In an effort to coordinate and distribute services to the greatest number of people in our service area, the following procedures are in effect:

- ComWell encourages and appreciates individuals who cancel in a timely manner. Cancellations should be made 24-hours in advance or as early as possible (minimum of one hour). ComWell understands that emergency situations do arise that prevent a full 24-hour notice. For cancellations call (618) 282-6233 Ext. 135 or 136
- Cancellations can be made by contacting FACILITY MANAGER during office hours (7:30 a.m. through 3:30 p.m.) or by ComWell voice mail, which is available during non-business hours.

PASSENGER CONDUCT AND RESPONSIBILITIES

ComWell requires all passengers to be courteous and considerate of other passengers and the driver. Instructions from a driver are to be followed by all passengers. Behavior that may affect the safety of other passengers, the driver or create a safety hazard for other passengers/drivers or others will not be tolerated. A case-by-case ruling will decide the continuation of carriage of such persons or groups and may require the presence of one or more personal care attendants to be provided by the family/residential or daycare facility/social welfare/health care agency as appropriate.

ComWell Transportation Rules

- No smoking, eating or drinking, this includes chewing gum
- Do not move from seat to seat while vehicle is in motion
- Do not swear, scream. Fight or cause a disturbance
- Do not talk to or distract the driver while vehicle in motion
- Do not throw trash on the floor
- All lunch boxes, purses, backpacks etc. Must be contained and not in the aisles
- Do not run, push or shove while loading or unloading
- No one will be allowed to get off the bus other than their designated stop, unless arrangement were made with the FACILITY MANAGER prior
- Passengers must contact the FACILITY MANAGER 1 day in advance if they will not need transportation
- No one will be permitted to operate any equipment, controls or mechanical devices of the bus
- Do not open windows without drivers permission
- When crossing the street, it should be done in front of the bus and traffic checked both ways prior
- Do not push, pull, hit the backs of the seat or partitions of the bus
- Kissing, holding hands or embracing is not permitted on the bus
- In case of an emergency leave the bus in a orderly manner, remaining with the group and driver. Follow the bus driver's directions.
- Once passenger has boarded the bus, he/she is not permitted to leave the bus until the destination has been met.
- No alcohol, drugs, weapons or flammables are allowed on HSC bus
- Passengers should be at their scheduled pickup point 5 minutes prior to designated time or arrival. If the bus is on time, it will wait for no more than 5 minutes past pickup time, before departing.

ComWell requires that all passengers utilize seat belts while the vehicle is in motion.

PASSENGER COMMENT AND COMPLAINT PROCEDURES

ComWell is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Please make all recommendations and/or complaints to the following address:

ComWell
10257 State Route 3 Red Bud, IL. 62278
Telephone: 618-282-6233 Fax: 618-282-6220

COMWELL RESPONSIBILITIES

ComWell is responsible for providing clean, reliable, safe and efficient service to our passengers. ComWell is not responsible for any articles left on its vehicles; however, ComWell maintains a lost and found and individuals may call our offices regarding these items.

ComWell is responsible for abiding by the procedures detailed in other sections of this service procedure.

ComWell has insurance coverage that complies with legally mandated minimums.

ComWell complies with applicable local, State and Federal guidelines.

ComWell maintains a drug and alcohol free workplace.

ComWell, through its association with the Illinois Department of Transportation, has stringent guidelines for maintaining all of our vehicles. ComWell is committed to keeping all vehicles clean and properly maintained and in safe working order.

SAFETY

ComWell drivers are properly trained and licensed in accordance with state and federal laws. ComWell drivers receive training in safety including defensive driving, passenger assistance, and emergency procedures, seat belt and wheelchair securement procedures, evacuation procedures and other areas.

All passengers are to be seated and are required to use seat belts while vehicles are in motion. All wheelchair passengers will be secured to the vehicle utilizing wheelchair tie-downs. Safety restraints must be utilized on ALL passengers.

All ComWell drivers will provide a safe, secure plan for passengers' packages and for service animals.

ComWell drivers inspect their vehicles on a daily basis using a thorough Pre-trip Inspection Form and any problems noted are immediately addressed by a certified mechanic.

ComWell is committed to the safe operation of its vehicles, including the safe boarding and exiting of passengers.

EMERGENCY PROCEDURES

ComWell vehicles may not operate when roads are icy and unsafe or during inclement weather. Should the ComWell close due to Inclement weather, the ComWell has guidelines for the cancellation of services, generally, cancellations are based on if 2 or more schools within Randolph county are closed due to inclement weather, on occasions HSC may or may not close using these guidelines. Every fall of the year a "Inclement Weather Memo" is sent out to all persons with the new updated information on how to determine if the agencies day services are closed. They include radio, TV and internet news media information.

ComWell drivers are thoroughly trained in emergency evacuation procedures in the event of an accident. Basic procedures include following driver's instructions, remaining calm, implementing an orderly evacuation of the vehicle if warranted, staying off the roadway in a safe location until further notification, calling for emergency response if required and not smoking near the vehicle.

Passengers are responsible for notifying the driver if they or another passenger is ill, injured or in distress while on the vehicle.

CLOSING STATEMENT

ComWell is proud to be a part of the community. We encourage your comments and suggestions. For further information, please call (618)282-6233.

ComWell
10257 State Route 3
Red Bud, IL. 62278

ComWell reserves the right to make changes to this procedure without notice.