



**feonix**

MOBILITY RISING

# RIDERS **GUIDE**



## OVERVIEW OF SERVICES

Waupaca County Catch-a-Ride provides valuable volunteer and community-based transportation. Rides offered by Waupaca County Catch-a-Ride may be either individual rides or shared rides, with pick up and drop offs scheduled to maximize driver efficiency, so you may pick up or drop off another rider along the way. You may not always go directly to your destination because other riders need to be picked up or dropped off first. Waupaca County Catch-a-Ride uses a mix of vehicle types and service providers to provide the best service possible. Waupaca County Catch-a-Ride is powered by the non-profit organizations, Feonix - Mobility Rising and Make the Ride Happen, and funded by a Workforce Innovation Grant through the Waupaca County Department of Economic Development.

**Services will not be provided on the following days due to Feonix - Mobility Rising observed holidays:**

- New Year's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve
- Christmas Day





## SERVICE AREA

Waupaca County Catch-a-Ride focuses on service within Waupaca County, Wisconsin. Community members needing a ride into or out of the county please call to check eligibility. Rides that start or end outside the county will be considered on a case by case basis.

## TRIP RESERVATIONS

Click or call Waupaca County Catch-a-Ride on the app, online, or at rider support 920-214-8214 to request a ride. **Drivers do not reserve, approve, cancel, or modify trips.** Waupaca County Catch-a-Ride is not an emergency service; if you have a medical emergency call 911. Waupaca County Catch a-Ride may not always be able to accommodate requests for a specific vehicle operator or service provider.

**Have the following ready when you go online, to the app, or call to book a ride:**

- ▶ Your name, your phone number, email address, and the number of people traveling.
- ▶ The day and date you wish to travel.
- ▶ The time of your trip including arrival time; IF YOU ARE GOING TO AN APPOINTMENT, GIVE THE APPOINTMENT TIME IN THE NOTES OR TO THE CALL CENTER AGENT.

- ▶ The pick-up street address, apartment number and city. Additional information about the pickup and drop off locations (business name, building #, gate code, apartment complex name, office building, grocery store, etc.)
- ▶ Any other information that will help the vehicle operator identify your exact location.
- ▶ Tell us about any special needs. (For example, are you visually impaired, use a walker or wheelchair, or are you traveling with a PCA or service animal.)

## Schedule Flexibility:

When you request a ride on the app, online, or call the reservation line to schedule your trip, the reservation agents will try to accommodate your request **as close to the time you requested as possible**, but this is not always a guarantee.

## Taking Your **Waupaca County Catch-a-Ride** Trips:



Waupaca County Catch-a-Ride offers a mix of vehicle types and service providers to provide the best service possible. Riders should be ready to depart at any time during their scheduled pick-up window and be available for travel when the vehicle arrives. **Drivers are instructed to wait five (5) minutes after their arrival and will not leave before. If the driver arrives early, the driver will wait until your pick-up window begins and then give you five (5) minutes to board.**

## Canceling Trips:

No-shows or late cancellations are a large source of system inefficiency for this valuable community resource. When necessary, please cancel trips with as much advance notice as possible so that rides can be made available to other Waupaca County Catch-a-Ride riders. When canceling a trip, remember to cancel any other unneeded subsequent trips (including return trips), as they will not automatically be canceled. (See rider Policies on no-shows below)

## **Riders may cancel trips:**

- ▶ Through the telephone system at: 920-214-8214
- ▶ Through the Catch-a-Ride App or Online Portal riders who need to cancel a trip on the day of service must do so at least two hours prior to the pick-up time to avoid a late cancellation penalty. Late cancellation penalties are equivalent to no-shows and are outlined in detail under the no-show section of this guide.

## **Pick Up and Drop Off Times:**

Riders must be ready to board the vehicle within five minutes of the scheduled pick-up time, but riders may board early. Failure to board the vehicle within five minutes may result in a no-show occurrence.

## **Pick Up and Drop Off Locations:**

Drivers are only authorized to pick up or drop off riders at the location for which the ride was scheduled. Riders must wait for their ride at the agreed upon location or risk a no-show occurrence. See the No-Show Policy section of this guide for more information.

## **Designated Loading Areas:**

Large facilities such as hospitals, malls, schools, or office buildings typically have predetermined rider pick-up and drop-off designated areas. The designated area will be explained to riders at the time they make a reservation for one of these large facilities. These facilities are routinely evaluated for maximum safety and accessibility and are the only authorized designated areas at these facilities.

Consistent designated areas allow riders to have a reliable, safe, comfortable, and efficient place to wait for their driver.

# ATTENDANTS, COMPANIONS, **AND CHILDREN**



Attendants are designated personal care assistants needed by some riders. Only responsible parties may be attendants. Companions – friends, family, or significant others – of any age may ride Waupaca County Catch a-Ride with you. If there is more than one companion, they may ride on a space-available basis.

Children must be accompanied by an adult while in the vehicle. Children weighing 60 pounds or less must travel in an approved child safety seat supplied by the attending adult. Children may not ride on a rider's lap. The attending adult is responsible for providing and securing the child safety seat and taking both the child and the seat into and out of the vehicle.



# RIDER RESPONSIBILITIES

As a rider, it is your responsibility to follow the rules, so everyone has the safest and most comfortable ride possible. We reserve the right to deny service when riders do not comply with their responsibilities.

## **Please follow these simple tips for a happy and safe ride:**

- ▶ All riders are expected to behave courteously and safely on Waupaca County Catch-a-Ride Services.
- ▶ Cooperate with drivers and follow their instructions.
- ▶ Children eleven years and under must be accompanied by an adult.
- ▶ Smoking (including use of e-cigarettes) on board is not permitted.
- ▶ Non-alcoholic drinks on board are allowed, but only if they're in spill-proof containers, like water bottles or travel mugs with lids.
- ▶ No food or eating is allowed while in the vehicle
- ▶ You must be fully clothed if you want to ride (including shoes).
- ▶ Riders who fall asleep on board the vehicles are at risk of being injured from unexpected movements or stops. Please stay alert for the safest experience.
- ▶ Waupaca County Catch-a-Ride will not transport riders under the influence of alcohol or mood-altering drugs.
- ▶ Please be respectful and refrain from excessive levels of noise while riding as defined by anything over the level of normal verbal conversation. i.e. no external radios, no musical instruments, etc.
- ▶ Please be considerate of fellow riders with chemical sensitivities by limiting use of colognes and perfumes.
- ▶ Personal Hygiene: Riders must maintain a standard of cleanliness.
- ▶ Riders with disabilities who have health-related open sores and wounds need to ensure that all sores and wounds are properly covered.

In accordance with the Feonix - Mobility Rising parent authorization form, riders who are under the age of 18 will not be dropped off without the authorized parent or guardian present.

# RIDER POLICIES AND PROCEDURES

Waupaca County Catch-a-Ride has made a commitment to provide high quality transportation. To serve as many people as possible, it is important that the rides reserved are the rides taken. A ride not used is either a cancellation or a no-show.



## No-Shows:

- ▶ When a vehicle arrives for a rider and the rider does not board the vehicle within five minutes.
- ▶ When a rider refuses a scheduled trip at the door (also known as a Late Notice Cancellation).
- ▶ Late cancellations that occur two hours or less from the pick-up time (also known as a Late Notice Cancellation).

## Cancellations:

Rides **not canceled or canceled within 2 hours before the scheduled time** are considered no-shows and are subject to the Waupaca County no-show suspension procedures. By canceling at least 2 hours before your pickup time, the vehicle can be rescheduled to pick up another patron. If you need to cancel more than 1 trip, be sure to say which trips to cancel and which to keep.



You will not be responsible for no-shows and late cancellations in extreme circumstances (for example a doctor's appointment is canceled at the last minute due to an emergency), if the service is early or late, or if there is a booking error. When rides are canceled a day or more in advance, they can be used by other people, while those rides canceled on shorter notice are lost capacity. Riders who consistently no-show or repeatedly cancel on short notice, may face suspension of service.

For trip time changes beyond your control, please contact our Community Operations Support Center at 920-214-8214 to let us know. We recognize doctor appointments may run long, shift times may change at work, or other unforeseen elements may occur. We kindly request that any effort be made to let us know so we can do our best to accommodate the ride within the schedule.

### **No-Show and Late Cancellation Policy:**

Riders who frequently fail to properly cancel a trip, or do not show up in time for their scheduled ride will be subject to a progressive penalty that may lead to service suspension.

The following actions are considered no-show occurrences for the purpose of this policy:

- ▶ When a vehicle arrives for a rider at the pick-up time and the rider does not board the vehicle within five minutes.
- ▶ When a rider refuses a scheduled trip at the door (also known as a Late Notice Cancellation).
- ▶ Late cancellations that occur two hours or less from the pick-up time (also known as a Late Notice Cancellation).

Once a rider reaches three no-show trips in one calendar month, the Waupaca County Catch-a-Ride No-Show suspension policy will take effect. No rider shall be suspended under this policy for having two or fewer no-show occurrences in one month.

For those riders who accumulate no-shows, the following progressive penalty policy is as follows:

- ▶ After three no-show occurrences in a 12-month calendar period, a 7 day suspension may occur.
- ▶ After accumulating a total of four no-show occurrences in a 12-month calendar period, a 14-day suspension may occur.
- ▶ **After two suspensions**, rider access will be reviewed by the Feonix - Mobility Rising management team. The team will determine an appropriate action for each account, up to and including long-term suspension from service. To be reinstated, the rider must appeal the suspension and provide evidence of behavior improvement for reinstatement.

No-Shows will be tracked each month; however, it is the rider's responsibility to track his/her no-shows to ensure that they are kept within an acceptable level.

#### **No-Show and Late Cancellation rider Notification:**

Each rider's no-show occurrences are reviewed at the end of each calendar month for excessive no-show violations.

### **Disruptive Behavior and Rule Violations Policy:**

Service disruptions, rule violations or dangerous behavior (Verbal or physical abuse toward a partner, employee, or rider) while traveling on a Waupaca County Catch-a-Ride affiliated vehicle may result in suspension of service. When a rule violation occurs, Feonix - Mobility Rising shall make every effort to work toward resolution by identifying the problem and, if appropriate, working with the rider and transportation provider to find an alternative solution to suspension.

### **Suspension Procedure:**

The following procedure of due process will be followed before denying transportation for any individual. All communications to the individual and/or his or her representative will be

in an accessible format, where appropriate or necessary. When the action prompting the suspension of service is corrected, service will be reinstated. The following steps will be followed:

1. Incidents will be carefully and completely documented.
2. Feonix - Mobility Rising management will communicate verbally with the individual and/or his or her representative, explaining the infractions and requesting corrective action. This verbal session will also include an opportunity for the individual and/or his or her representative to respond.
3. Feonix - Mobility Rising management will send written confirmation of the conversation to the individual, reiterating the conversation and agreed upon points. This written confirmation will be mailed to the individual within 6 working days of the verbal conversation.
4. All conversations or written communications will be reviewed by two of the Feonix - Mobility Rising management staff.
5. If the infractions continue, a second verbal communication session will occur, and a first written warning will be issued to the individual. This written warning will state that if the infractions do not cease immediately, Waupaca County Catch-a-Ride service will be suspended to the individual. This written warning will state the specific basis for the proposed suspension and the nature and extent of the proposed sanction. This session will also include the opportunity for the individual and/or his or her representative to respond.
6. The individual and/or his or her representative will be given an opportunity to be heard and present information and arguments.
7. Feonix - Mobility Rising management will provide the individual with written notification of the decision and the reasons for it.
8. If the problem continues to occur after going through this process three times, services may be terminated permanently.

Waupaca County Catch-a-Ride reserves the right to immediately refuse service to an individual when necessary to protect the health and safety of other riders or employees.

# QUESTIONS & **COMMENTS**

We want to hear from you. Please contact our Community Operations Support Center via phone at 920-214-8214 to ask a question or leave us your comments, complaints, suggestions, or recommendations.

You may also email us at [support@feonixmobilityrising.org](mailto:support@feonixmobilityrising.org).

If you prefer, you can write to:

**Feonix - Mobility Rising**  
**Attn: Waupaca County Catch-a-Ride**  
**211 N 14th Street, Lincoln, NE 68508**

When making a comment, please try to provide as much detail as possible so we can properly address your concern. For example, if you're reporting a situation involving a Waupaca County Catch-a-Ride trip, the exact date is necessary.

*This project is being supported, in whole or in part, by federal award number SLFRP0135 awarded to Waupaca County Economic Development Corporation via the Wisconsin Workforce Innovation Grant Program by the U.S. Department of the Treasury.*

