

This may include:

- ◆ the passenger's name, address and telephone number;
- ◆ a date and time;
- ◆ a summary of the situation;
- ◆ the driver's name;
- ◆ the vehicle number which is located in the rear window;
- ◆ the identity of any witness; and
- ◆ the name and telephone number of a contact person should additional information be needed.

Feedback should be directed to:

Transportation Coordinator  
TSE, Inc.  
1983 Sloan Pl. Suite 13&14  
Maplewood, MN 55117  
651-209-3474



## **TRANSPORTATION PASSENGER HANDBOOK**

**Information and dispatch:**

**651-209-3474**

**or**

**Cell 612-965-0471**

Revised May 6, 2015

**PLEASE KEEP THIS HANDBOOK FOR REFERENCE**

## INTRODUCTION

This Passenger Handbook has been prepared to acquaint you with the operating policies and procedures of TSE Transportation.

TSE Transportation will provide or help you make arrangements for transportation while you are receiving services from TSE, Inc. Our goal is to work in partnership with you to ensure that you will receive quality transportation services.

- ◆ the passenger's name
- ◆ the applicable cancellation or change information
- ◆ the name and telephone number of a contact person should additional information be needed

**Also, please call the service site where the person is based with the cancellation or change information as well.**

## WEATHER-RELATED EMERGENCY PROCEDURE

There may be occasions when transportation services cannot operate due to adverse weather conditions. On those occasions, the information will be broadcast as early as possible on WCCO-AM radio, 830 on the dial. TSE will contact residences by telephone to inform them of the cancellation of day and transportation services. On occasions when weather conditions deteriorate during the day jeopardizing safe transportation, TSE will contact residences to determine if arrangements can be made for an earlier than usual return home.

## INCIDENTS

In the event of a vehicle accident or an incident involving a passenger, the appropriate authorities will be called immediately if necessary. The residence will then be called with the necessary information.

## QUESTIONS, COMMENTS, COMPLAINTS, COMMENDATIONS

TSE Transportation appreciates your feedback as it helps to continue to provide excellent service. When providing feedback, please include as many details as possible in order to fully understand or investigate a matter.

passengers with personal tasks such as dressing, using the restroom, etc.

**To protect the safety of all passengers, drivers may not accept a passenger who is clearly too ill to be transported, or who is visibly upset and at risk of harming others.**

Carry on baggage should be kept to a one-bag maximum.

**All passengers will be assigned a transportation “code” which refers to the level of supervision a person needs from the support staff (residential or TSE site staff.)** These will be reviewed/updated at each annual meeting.

- ◆ **Red:** The supervision needs of a person require the support staff to escort the person to and from the vehicle.
- ◆ **Orange:** The TSE driver must make visual contact with support staff or wait for a signal from them. The driver must watch the person enter the residence/work site. An escort to the door is not required.
- ◆ **Yellow:** The TSE driver ensures that the person enters the door that leads directly into the residence/work site. Visual contact/signal from support staff is not required.
- ◆ **Green:** The person can be left without support staff supervision.

#### RIDE CANCELLATION OR CHANGE PROCEDURE

**Please call TSE Transportation as soon as the need to cancel or change a ride (it’s never too soon or too early to call).** The telephone number is (651) 209-3474. In an emergency, please call 612-965-0471. You can leave a voice message at either number if there is no one to answer. **Be prepared to provide the following information:**

#### PURPOSE

The purpose of TSE Transportation is to provide safe and efficient transportation services to persons served by TSE, Inc.

#### PHILOSOPHY

TSE, Inc. is committed to providing excellent transportation services. We will meet or exceed all applicable laws and regulations to ensure your satisfaction.

#### GOALS OF TSE TRANSPORTATION

To provide vehicles properly equipped, clean, smoke-free and in good repair.

To provide drivers who are professional, courteous, and trained to meet passenger needs.

To provide pick-up and drop-off times that vary no more than 15 minutes from the scheduled time. A call will be made to you if the delay will be greater.

To provide a prompt response to questions or concerns regarding TSE Transportation services.

To maintain accurate and readily available passenger information.

To abide by the operating policies and procedures stated in this Passenger Handbook.

#### ACCESSIBILITY

TSE, Inc. promotes accessible services for the persons served and other stakeholders. A self-evaluation is conducted

regularly and a plan developed to include timelines and the actions for removal of identified barriers. The accessibility plan will address, at a minimum, the following areas: architecture, environment, attitudes, finances, employment, communication, transportation, and any other barrier identified by the persons served or other stake holders.

### EMPLOYEES

A Transportation Coordinator is responsible for the day-to-day operation of TSE Transportation. Drivers carry out the transportation services and provide management support.

### VEHICLES

The fleet consists of multi-passenger vehicles including wheel chair lift-equipped vans. All vehicles are equipped with two-way radios and the necessary safety equipment.

### PASSENGER RESPONSIBILITIES

To inform TSE Transportation when rides are to be canceled or changed due to illnesses, vacations, changes in pick-up or drop-off times or locations, etc. **A two (2) week notice is necessary when there will be a change of address.** Changes that are dramatically different in location may not be able to be accommodated.

**To be ready at least 15 minutes prior to the scheduled pick-up time.**

**To maintain an efficient route schedule and for the convenience of other passengers, the driver will wait no longer than three (3) minutes from your scheduled pick-up time for you. If the driver arrives early, the three (3) minute wait will not begin until the scheduled time. The vehicle cannot return for you if you miss. If you have a**

**consistent pattern of “no shows”, transportation services may be discontinued.**

**To have someone ready to receive the passenger at least 15 minutes prior to the scheduled drop-off time if they have a Red or Orange transportation code.**

To refrain from eating on the van..Twist top bottles are acceptable with water, other beverages carried in lunch box.

To respect drivers requests regarding seating arrangements and cell phone use. This is for safety reasons.

To keep wheelchairs/other mobility aids in good condition.

To keep driveways, sidewalks, steps, etc. free of debris, snow, or ice and in good repair.

To inform TSE Transportation of changes in relevant passenger information, such as addresses, telephone numbers, emergency medical information, etc.

To abide by these operating policies and procedures.

### PASSENGER ASSISTANCE POLICY

**TSE Transportation is a curb to curb service. Drivers are not able to leave the vehicle to escort passengers to and from the door of the residence. Drivers will provide support and assistance to passengers entering or exiting the vehicle, but will not lift or carry passengers.** For the safety of all passengers, when a passenger requires assistance to and from the vehicle, please ensure that a responsible individual is available at the pick-up and drop-off location.

Drivers may be asked to transfer items critical to a passenger's health or safety such as medication, personal hygiene products, etc. However, they may not assist