General (applies to all rides)  
Transportation services are an amenity of membership provided by the Department of Senior Services and the City of Maumelle. The Department of Senior Services complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, the Department of Senior Services does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, Limited English Proficiency (LEP), or low income status in the admission, access to and treatment in our programs and activities, as well as the Department’s hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the nondiscrimination policies may be directed to:

City of Maumelle, Title VI Coordinator  
550 Edgewood Drive, Suite 595  
Maumelle, AR 72113  
(501) 851-2500

Paratransit is transportation services for people with disabilities. Most paratransit vehicles are equipped with wheelchair lifts or ramps to facilitate access. All paratransit services are provided with the same qualifications and guidelines.

Qualifications

- Must be a Center member and register annually.
- Non-resident members must be picked up within Maumelle, and returned within Maumelle.
- Transportation services are curb-to-curb. If the member requires assistance getting to the transport vehicle, or in and out of the transport vehicle, the member must provide that assistance. If the member requires a caregiver, the caregiver may accompany the member on the trip if staff is advised when making requests so seating can be arranged.

2 Club Manor Cove  
Maumelle, Arkansas 72113  
Phone: 501-851-4344

TRANSPORTATION POLICY

Reservations

- Call the Center at (501) 851-4344.
- Leaving a message does not constitute a transportation request, as the message may not be retrieved prior to the requested service or include all necessary information.
- Inform staff if you are using a walker, wheelchair or motorized chair so the correct vehicle can be reserved.

Administration

- Members should be ready for pick up at the agreed time. The driver is instructed to wait no more than five (5) minutes past the scheduled time, as other rides may be impacted. Not being available for pick up constitutes a no show; two (2) no shows within any three (3) months may result in a six (6) month suspension from the program.
- Members may not leave any items in the vehicle upon exit.
- Drivers are not allowed to park vehicles in restricted areas, in any way block Emergency Access areas, or enter any drive through lanes.
- Vehicles are reserved on a first come, first served basis, and multiple members may be assigned to the same vehicle.
- Recurring reservations may be scheduled up to one (1) month in advance.
- Reservations will not be scheduled on city observed holidays or weekends.
- The Center may cancel reservations due to inclement weather. The transportation program follows the Pulaski County Special School District Inclement Weather Policy. If PCSSD is delayed or closed due to inclement weather, transportation services will be suspended.
- If a member is suspended from the transportation program for any reason, they have 30 days to appeal that decision with a letter in writing to the Director of the Department of Senior Services detailing their request for reinstatement.
- Rules may change at any time without advance notice.
- The Director of the Department of Senior Services reserves the right to refuse service for any reason.
# Transportation Procedures

<table>
<thead>
<tr>
<th><strong>Center Shuttle</strong>&lt;br&gt;Monday, Wednesday, &amp; Friday</th>
<th><strong>Around Town Shuttle</strong>&lt;br&gt;Tuesday &amp; Thursday</th>
<th><strong>Non-Emergency Medical Transit</strong>&lt;br&gt;Weekdays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curbside shuttle service is from residences within Maumelle to the Center and return home.</td>
<td>The Around Town Shuttle is available to transport members to any destination within the city limits of Maumelle – Center, grocery store, pharmacy, bank, dentist, hair salon, etc.</td>
<td>Non-Emergency Medical Transit is available to transport members to their appointments.</td>
</tr>
<tr>
<td><strong>Reservations</strong>&lt;br&gt;• Reservations may be made up to one (1) month prior, but at least 30 minutes prior to the scheduled pick up time.&lt;br&gt;• Best efforts are made to meet the scheduled times, as this is a shared service with multiple passengers and multiple locations.</td>
<td><strong>Reservations</strong>&lt;br&gt;• Reservations may be made up to one (1) month prior, but at least by 8:30 a.m. the day of the service.&lt;br&gt;• Please provide all destination(s) at the time of the request – please limit destinations to five (5) per day.&lt;br&gt;• Best efforts are made to meet the scheduled times, as this is a shared service with multiple passengers and multiple locations.</td>
<td><strong>Reservations</strong>&lt;br&gt;• Reservations must be made only with the Coordinator of Volunteers (or designee, if out of office) in person, by email, or by telephone.</td>
</tr>
<tr>
<td><strong>Administration</strong>&lt;br&gt;• Pickups to the Center&lt;br&gt;  9:00 a.m.&lt;br&gt;  11:00 a.m.&lt;br&gt;  12:30 p.m.</td>
<td><strong>Administration</strong>&lt;br&gt;• Transportation service is from 9:00 a.m. until 12:30 p.m.</td>
<td><strong>Administration</strong>&lt;br&gt;• Transportation is from a residence within Maumelle or the Center to the appointment and return. A stop is allowed on the return for a new prescription pickup, if the vehicle is not scheduled for another appointment.</td>
</tr>
<tr>
<td><strong>Returns from the Center</strong>&lt;br&gt;11:00 a.m.&lt;br&gt;12:15 p.m.&lt;br&gt;3:00 p.m.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Wednesday’s 12:15 p.m. departure leaves 5 minutes after the last bingo game is completed).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Club Manor Cove<br>Maumelle, Arkansas 72113<br>Phone: 501-851-4344