



SENIOR WHEELS

Rider Handbook

745 Vermont Street

Lawrence, KS 66044

Main phone: 785-842-0543

Senior Wheels direct line: 785-727-7876

www.YourSRC.org

Contents

ELIGIBILITY	4
SERVICE HOURS AND AREA	4
WHAT CAN YOU EXPECT FROM SENIOR WHEELS?	4
HOW CAN YOU USE SENIOR WHEELS?	5
WHAT IS THE COST TO RIDE?	5
OTHER THINGS TO KNOW ABOUT PAYING FOR YOUR RIDE	6
HOW DO I RESERVE MY RIDE?	6
SRC's SENIOR WHEELS DRIVERS	7
WHAT ARE YOUR RESPONSIBILITIES AS A RIDER?	8
WHAT ELSE WILL HELP MAKE YOUR RIDE ENJOYABLE?	9
SUBSCRIPTION (RECURRING) RIDES	10
WHAT SHOULD I DO THE DAY OF MY RIDE?	11
WHAT IF I NEED TO CANCEL MY RIDE?	12
SPECIAL CONCERNS	13
SERVICE ANIMAL(S)	15
INFORMATION FOR YOUR SHOPPING TRIPS	16
WHAT IS NOT PERMITTED ON SRC VEHICLES?	16
WHAT ABOUT INCLEMENT WEATHER AND OTHER EMERGENCIES?	17
WHAT ARE CONSEQUENCES OF MISCONDUCT?	18
WHAT IS SRC'S GRIEVANCE AND APPEAL PROCEDURE?	19
REQUEST FOR FINANCIAL ASSISTANCE	20

Welcome to the Senior Resource Center for Douglas County, Inc. (SRC)! Our mission is to provide resources, services, opportunities, and advocacy that enhance the second half of life. We want every Douglas County senior to lead the best life possible at every stage of aging.

One of the Senior Resource Center's services is Senior Wheels, a transportation service providing rides to Douglas County, Kansas, residents 60 years old and older. We are an affordable, personalized transportation option. Our goal is to help you stay as independent and active in the community as possible.

In the following pages, you will find information you need to ride Senior Wheels. If you have questions, comments, or require additional information call 785-727-7876 and we will be happy to assist you.

Thank you for choosing to ride Senior Wheels. We are excited to do the driving for you!



Heidi Briery
Director of Transportation
Senior Resource Center for Douglas County

ELIGIBILITY

Resident of Douglas County, Kansas, 60 years old or older

SERVICE HOURS AND AREA

- Monday through Friday
- First pickup at 7:00 a.m.; last pickup at 3:40 p.m.
- SRC serves all of Douglas County, KS including the cities of Lawrence, Eudora, Baldwin City, Lecompton, Clinton, and rural areas of Douglas County
- Senior Wheels is closed for the following holidays (or observance on the nearest weekday):
 - New Year's Day – January 1
 - Martin Luther King Jr.'s Birthday – Third Monday in January
 - Presidents Day – Third Monday in February
 - Memorial Day – Last Monday in May
 - Juneteenth – June 19
 - Independence Day – July 4
 - Labor Day – First Monday of September
 - Thanksgiving Day and the following Friday – Fourth Thursday in November
 - Christmas – December 25
 - *If any of the above days fall on a Saturday or Sunday, the Service Center will be closed the following Monday.*

WHAT CAN YOU EXPECT FROM SENIOR WHEELS?

SRC provides personalized transportation, sometimes called “origin to destination.” This means SRC will pick you up where you are and take you to your chosen destination, instead of requiring you to go to a bus stop.

HOW CAN YOU USE SENIOR WHEELS?

SRC has very few restrictions on where you can go using Senior Wheels. Common uses of Senior Wheels include:

- Medical trips: doctor appointments, dental appointments, physical therapy, pharmacy, dialysis, chemotherapy and more
- Nutritional trips: grocery store, CHAMPS meal sites, restaurants, food bank/pantry
- Personal trips: post office, salon or barber, church meetings, banking, business meetings, library, recreation activities
- Personal shopping: Target, Walmart, downtown Lawrence, and more
- Visits to the Senior Resource Center for meetings, activities, and groups!
- *Unfortunately, SRC does not provide rides outside of Douglas County.* If you need help going somewhere outside of Douglas County, please call us and we will help you seek options.
- SRC welcomes anyone and everyone who needs an ADA ride throughout Douglas County.

WHAT IS THE COST TO RIDE?

SRC offers Senior Wheels as an affordable transportation option. Much of the cost of your ride is covered by other funding sources, and your contribution helps pay for gas, your driver, vehicle maintenance and more.

Within Lawrence city limits:

- \$4.00 per passenger for each one-way trip
- \$8.00 round-trip per passenger

Outside city limits to city (e.g., any county address to Lawrence or Baldwin City to Eudora):

- \$6.00 per passenger for each one-way trip
- \$12.00 round-trip per passenger

10-ride punch cards are available for purchase from your driver, the SRC's office or on our web page.

- Lawrence-only Punch Card \$40.00
- County- wide Punch Card \$60.00

Baldwin Wheels and Eudora Wheels are both unique arms of the Senior Wheels program. If you live in Baldwin City or Eudora, please call for details.

OTHER THINGS TO KNOW ABOUT PAYING FOR YOUR RIDE

- Payment is due when you board, prior to leaving for your destination.
- You can pay with cash or check for the exact fare amount or punch card.
- Drivers do not carry change.
- Credit cards are accepted either in person, or over the phone at the SRC Office or through the website at yoursrc.org/product-category/senior-wheels/
- Receipts are available upon request.
- Financial assistance may be available on a limited basis to those who qualify.
- Nonpayment of fares will result in a denial of your trip.
- One Personal Care Attendant (PCA) or Direct Support Professional (DSP) may ride with you at no additional cost. Other additional passengers will pay the regular fare.

HOW DO I RESERVE MY RIDE?

- Reservations are required
- SRC does not provide same-day service.
- Rides are scheduled first come first serve regardless of destination.
- Please call at least 3 business days in advance. (We are closed Saturday and Sunday)
- Availability cannot be guaranteed, even with 3 business days advance notice. The sooner you call, the more likely your requested ride can be scheduled.
- Messages (phone and email) will be returned in the order they are received during the next business day.

Phone: 785-727-7876 between 8:30 am and 2 pm, Monday through Friday

You may need to leave a voice message, and it will be returned as soon as possible or the next business day.

Email: seniorwheels@YourSRC.org

Email is checked on business days only.

When you call or email, please provide the following information:

- Your name
- Your phone number
- Your home address
- Emergency contact Name and Phone number (family member, friend, neighbor, etc.)
- The date and time you need a ride
- Your pick-up location
- Your destination or destinations, including address
- Return trip time
- If you use a wheelchair or other mobility device
- If a PCA/DSP, other companion, or service animal will accompany you
- Special instructions (e.g., security gated entries, apartment building number, or multiple entrances)

SRC's SENIOR WHEELS DRIVERS

- Drivers are trained to transport passengers safely to their destination.
- Drivers' job description prevents them providing other types of services.
- Drivers may not enter your home or your destination, except a foyer or lobby of an apartment building, business, or store which might offer shelter while you wait.

- Drivers may not physically lift you or lift a wheelchair or walker up or down stairs.
- Drivers may assist you to-and-from the bottom of a staircase.
- Drivers may not provide tasks similar to a PCA or DSP.
- Drivers may assist you in boarding or de-boarding the vehicle.
- Only the driver will operate the vehicle's mobility aid lift/restraint system equipment.
- Drivers may ask if you are able to and would transfer from your mobility device to the vehicle's seat.
- The driver will make sure all medical equipment (oxygen tanks, walkers, etc.) are safely secured for the ride.
- Drivers may play in-dash radios at minimal volume levels providing this does not disturb the passenger(s).
- Drivers may not provide any medical services; this includes first aid or administering or assisting with the administration of any medication.

WHAT ARE YOUR RESPONSIBILITIES AS A RIDER?

- Ground surfaces where you are picked up or dropped off must be stable and ramps must be in compliance with ADA requirements.
- If you need a PCA/DSP to accompany you, please tell the dispatcher when you schedule your ride(s).
- The use of seatbelts and/or mobility device securements is required, and the driver will not leave until you and all equipment and packages are properly secured. If you do not comply, SRC will not be able to provide you with transportation. However, the driver is permitted to assist in fastening/unfastening seat belts/shoulder restraints.
- You will not be able to eat or have open beverages while riding on Senior Wheels.
- SRC does not allow smoking on or around the vehicles in accordance with the City of Lawrence Ordinance 7782. This includes any tobacco use or vaping inside an SRC vehicle.

- If other health and/or safety measures are put into place, such as wearing a face mask or riding in a certain seat of the vehicle, you will need to comply in order to ride on Senior Wheels.
- You are asked to respect fellow passengers and maintain good standards of personal cleanliness and hygiene, as well as practice common courtesies.
- If you have a cold or are sneezing and/or coughing, please wear a mask to avoid jeopardizing the health of drivers or other passengers.
- SRC supports free speech. However, engaging in conversations that may prove offensive, inappropriate, include foul or offensive language, and/or distracts the driver is prohibited.
- Soliciting, advertising, selling, lecturing, or preaching are prohibited.
- Aggression, including harassment of a sexual nature whether verbal or physical, screaming, hitting, or any act that creates the potential for injury or death, or invades the rights of any customer, driver, or the public is prohibited.
- Passengers must wear headphones while playing hand-held audio or visual devices such as cell phones, video games, Walkman radios, and CD players.

WHAT ELSE WILL HELP MAKE YOUR RIDE ENJOYABLE?

- Plan ahead when you schedule your ride. Drivers' routes are scheduled in advance, and they cannot make unscheduled stops.
- Schedule your ride in advance. Requests for rides during peak times fill fast.
- If there is not an available Senior Wheels at the time you request, you may be offered a time of up to 30 minutes before or after your requested time. If an available time within these guidelines does not work for you, have an alternate plan for other transportation or you can reschedule at another time or on another day. We are happy to provide you with names and phone numbers of alternate transportation options.

- If you are going to an appointment (medical, dental, or other), let their office know you are using Senior Wheels and need to know the end time of your appointment.
- Running late? Please call us at 785-727-7876 as soon as possible to reschedule your ride. Your driver can provide you a card with the dispatch phone number on it to call if your appointment is running behind. We will make every effort to reschedule your return trip home. If we are not able to come back and take you home, you will have to find alternate transportation.
- Miss your ride? If you miss your scheduled ride, contact the Senior Wheels dispatcher at 785-727-7876 to request a new trip on a space available basis.
- If you do not cancel your ride in advance and your driver arrives to pick you up, it is considered a no-show. You may be charged the regular ride fare even though Senior Wheels doesn't take you to your scheduled destination. Reoccurring no-shows may result in suspension from using Senior Wheels.

SUBSCRIPTION (RECURRING) RIDES

Subscription services, or reoccurring rides, are pre-scheduled, repeating rides that are at the same time, by the same individual, to regularly scheduled appointments.

- You should request your subscription ride at the time you make your first reservation.
- The maximum length of a subscription is 12 months. It is best to review your subscription(s) before the end of the 12 months and make any needed adjustments.
- Once a subscription ride is set up, that schedule will continue, and you do not need to make repeated reservations by phone.
- It is your responsibility to cancel any subscription ride, either a one-time cancelation or if you need to cancel the subscription itself.
- Changes or additional ride requests are treated as new reservations and need to be made in advance.

- Changing the details of your subscription ride more than 25% of the total rides is considered excessive and will result in removal from the subscription program.
- If you repeatedly are not present for your regularly scheduled ride, it may result in suspension from using Senior Wheels.

WHAT SHOULD I DO THE DAY OF MY RIDE?

It is your responsibility to be ready to board the vehicle when it arrives for your scheduled ride.

- Be at the designated pickup location and ready to board fifteen (15) minutes before the scheduled pick-up time.
- The driver will honk the horn twice when they arrive.
- Drivers have a window to arrive up to 15 minutes before or 15 minutes after your scheduled pick-up time.
- If you are not in sight when they arrive, drivers will make every reasonable effort to find you for FIVE (5) minutes after your scheduled pick-up time before departing. Because drivers are on a schedule for other riders, too, the driver must depart to pick up the next scheduled ride.
- Drivers must maintain visual contact with the vehicle at all times. If there is another customer on the vehicle, the driver cannot leave the area of the vehicle.
- Drivers may enter a lobby to assist you to the vehicle, but drivers are not permitted to enter your home.
- Drivers may not handle your keys, purse, garage door opener, or access any home security devices.
- Unexpected circumstances that are beyond SRC's control (i.e., weather, traffic, street closures, etc.) may cause delays. Because of this, it is not always possible for the drivers to stay exactly on schedule. If we are aware of a delay, we will make every effort to contact you and provide the approximate arrival time.

- If the driver is more than 10 minutes late for your scheduled pick-up time and we have not contacted you, please call the Senior Wheels dispatcher at 785-727-7876 to check the arrival time.
- Regardless if you use a mobility aid or not, you are welcome to use the ADA access if you have difficulty boarding the vehicle.

WHAT IF I NEED TO CANCEL MY RIDE?

SRC must prevent excessive bookings and cancellations of rides, as that can prevent other riders from scheduling the rides they need. This policy applies to all scheduled trips, including subscription trips.

- If you need to cancel your ride, you should call as soon as possible but no later than 24 hours before your scheduled pick-up time.
- A “no show” is when the driver arrives at your designated pick-up location and has made every reasonable effort to locate you for a period of five minutes, and you cannot be located.
- A “late cancellation” is when you call the day of the ride to cancel.
- A no show or late cancellation may result in being charged the regular fare at the time of your next ride.
- Each no show or late cancellation will be reviewed by SRC to find out if you made a good faith effort to cancel the trip, or if there was a misunderstanding, miscommunication, or unusual circumstances beyond your control which caused the no show or late cancellation.
- Illness-related no shows or late cancellations will not require a charge, but documentation may be required.
- Excessive no shows and late cancellations (ten or more) within a 90-day period may result in a suspension from using Senior Wheels. A suspension means you cannot ride again for up-to 30 days. Should this suspension occur, you will receive a written notice confirming the dates of suspension. (FTA C 4710.1, page 9-27) If you feel the suspension is unwarranted, you may follow the appeals process outlined at the end of this manual.

SPECIAL CONCERNS

Certain passengers may have difficulty managing everyday life activities. Riders, who may be easily confused, suffer from impaired memory and orientation, limitations of concentration and planning, as well as judgment may be required to travel with a supportive companion or formally hired PCA/DSP. Even if a companion is not required for the ride, family and/or caretakers must agree to take full responsibility to have a responsible person at the final drop off location.

SRC cannot be responsible if family and/or caretakers are not present. The driver will notify Senior Wheels dispatch immediately if family and/or caretakers are not present. SRC will make every reasonable effort to reach the family and/or caretakers using the emergency contact numbers listed for the rider. If an emergency contact, family, or caretaker cannot be located, any decision as to whether to leave the client unattended will be made by SRC management on a case-by-case basis.

If the family and/or caretakers or an assigned responsible person is not present at drop off on more than one occasion, SRC may refuse to transport the individual in the future unless a supportive companion is with the rider the whole time.

Any act that that could be considered misconduct, but is because of a rider's disability, such as abusive language or socially unacceptable behavior brought on by dementia or mental illness, will be considered unintentional. SRC's staff will discuss any concerns or issues with the rider and/or their family. SRC will make arrangements for a reasonable accommodation to ensure safety for all riders and drivers. However, a customer may be required to ride with a PCA/DSP who has the necessary training to assist with the rider and driver's safety.

- A "Companion" is as any person that would like to travel with you but is not required to assure that your trip can be completed.
Companions must be at least 16 years old.

- A PCA/DSP is as any person that is required to travel with an individual to assure that the individual's trip can be completed. PCA/DSPs must be at least 16 years old. However, this person is not responsible for boarding, securing, or un-boarding the rider; SRC's driver has this responsibility.
- A senior who would like anyone 15 years old and younger to travel with them will be considered on a case-by-case basis. The senior rider must call the office and obtain management approval 3 business days before the requested ride. All passengers will obey current Kansas safety seat belt and child safety seat laws.
- Mobility aid devices include but are not limited to a cane, walker, braces, crutches, rollator, wheelchair, or power scooter. Once inside the vehicle, the driver will secure the device to ensure the safety of each passenger. The driver will use their best judgment in deciding the storage method and location, keeping aisles and exits clear.
- Let us know if you have a device that is larger than 30 inches in width and 48 inches in length measured 2 inches above the ground, and weighs more than 600 pounds when occupied, because the available interior space of our vehicles does not accommodate all sizes of wheelchairs or scooters.
- If for any reason, SRC's driver is unable to properly secure any mobility aid device at the time of pick up, it may be necessary to make other arrangements. Proper securement means all passengers are facing forward in the vehicle, seatbelt and shoulder strap are fastened, and in the correct position, and the mobility device is secured with all tie downs in the proper position. If a device cannot meet typical tie-down methods, a rider can choose to proceed with their ride at their own risk.
- If you use an oxygen bottle, it must be self-administered, and the bottle must be a size that you can carry onto the vehicle by yourself. Once on board, you must be able to hold or have the tank appropriately secured in the vehicle, not blocking aisles or exits so that it does not become a hazard while the vehicle is in motion. If you cannot carry, maneuver, or maintain control of your oxygen bottle you

will need to have a PCA/DSP or companion to assist you. If you are unable to meet these expectations, you will need to make other transportation arrangements.

- Certain animals are allowed on board SRC vehicles under certain conditions. Please read below for details. If your animal qualifies, please include your service animal when you make your reservation.

SERVICE ANIMAL(S)

Service animals are dogs that have been specifically trained to work or perform tasks for a person with a disability. Examples of such work tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting, and protecting a person who is having a seizure, or performing other duties. The work or task a service animal is trained to provide must be directly related to the person's disability.

Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the rider's disability prevents them using these devices. In that case, the rider must be able to demonstrate that they can maintain control of the animal through voice, signal, or other effective controls.

Due to the seating arrangement of our vehicles, we ask that rider and service animal sit in the rear seats of the vehicle. This is in consideration of your comfort and the safety of you and your service animal.

Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Therefore, when it is not obvious, the driver may ask following questions:

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

For more detailed information regarding service animals please contact:

ADA Information Line

800-514-0301 (Voice) and 800-514-0383 (TTY)

All calls are confidential. For persons with disabilities, this publication is available in alternate formats.

INFORMATION FOR YOUR SHOPPING TRIPS

Grocery shopping or shopping for other personal items is a great time to use Senior Wheels. In order to ensure all SRC's riders have their needs met, SRC has established the following guidelines.

- Your grocery and personal items purchased at stores are limited to what you can carry in one trip.
- You need to ensure your packages and parcels, and all of their contents, are secured in a way that will not jeopardize any other passenger's safety. For example, groceries in a grocery bag need to be secured so that items don't roll out of the bag and around the vehicle, especially in the case of a sudden, unexpected stop.
- Drivers can assist you to load and unload your packages from the vehicle. However, drivers are not permitted to lift more than 15 pounds.
- Small carts are a great way to get all your groceries home and keep them from spilling all over the vehicle.

WHAT IS NOT PERMITTED ON SRC VEHICLES?

To ensure the safety of SRC clients and passengers, as well as SRC employees and drivers, the following items are not allowed on our vehicles.

1. Tobacco (includes smoking, chewing, and vaping)
2. Opened alcoholic beverages
3. Illegal drugs

4. Weapons of any kind (regardless of an individual's conceal-carry permit status)
5. Vehicle batteries
6. Gasoline, kerosene, diesel or fuel cans, propane tanks
7. Caustic or flammable liquids
8. Non-folding shopping carts
9. Large items that block movement in the vehicle and cannot be secured, such as bicycles, fishing poles with exposed hooks, etc.

WHAT ABOUT INCLEMENT WEATHER AND OTHER EMERGENCIES?

Weather:

- Safety is our priority.
- If local public schools are closed due to inclement weather, the SRC office and Senior Wheels will be closed.
- Even if the schools are not closed, if the SRC Executive Director determines the weather is so severe that it is unsafe to operate, Senior Wheels will close for the duration of the weather event. (For example, when schools are on winter break or spring break.)
- Listen to 1320 KLWN, watch KMBC Channel 9, or check our web site or Facebook page for closures.
- If SRC and Senior Wheels are closed, we will do our best to notify those who have a scheduled ride in a timely manner.
- Drivers have the right to determine whether it is safe to drive on a particular roadway or driveway if high water, ice, or snow is present.
- In the event of high wind warnings, SRC may choose not to operate in our high-profile vehicles.

Vehicle Breakdown:

- SRC pays diligent attention to the condition of our fleet with regular, preventative maintenance and daily inspections before the vehicle even hits the street. Yet, a vehicle may unexpectedly break down or

become disabled. Senior Wheels will make every reasonable effort to provide a replacement vehicle.

- Every effort is made to send out a second vehicle to complete all scheduled pick-ups and drops-offs.
- If a vehicle breaks down mid-day, the driver will notify the SRC office immediately to request the assistance of another vehicle. Any passengers on board will be picked up as quickly as possible, and driven to their destination.
- Every effort will be made to deliver riders to their destination as close to schedule as possible.
- SRC will make every reasonable effort to contact the next person(s) scheduled for pick up to alert them of the delay and if necessary, make alternate arrangements.
- Unfortunately, SRC cannot guarantee that all rides will happen without any complications at any time. However, SRC does pledge to do the best it can to meet the needs of all riders.

Contagious Diseases:

- SRC respects the rights of privacy of individuals and, at the same time, must take all universal precautions to ensure the health and well-being of all passengers and employees.
- SRC asks that all riders take any and all necessary steps to protect the drivers and other passengers by following any CDC or Health Department recommendations to prevent transmission of any illness.
- Because SRC policy is to avoid duplication of services available through other agencies, SRC will not transport clients with airborne pathogens such as, but not limited to, M.R.S.A. (Methicillin Resistant Staphylococcus Aureus). If you need specialized transportation, we will be happy to assist in finding an appropriate option.

WHAT ARE CONSEQUENCES OF MISCONDUCT?

- If a rider has behavior which does not meet the expectations outlined in this manual SRC reserves the right to suspend a rider from service.

- Rider will be notified in writing the specific instances/occurrences leading to the proposed suspension. The rider may provide information and arguments in response to the proposal. SRC will provide the rider with a written notification of the decision and reasons for the decision.
- This suspension will be for a reasonable period of time not to exceed 30 days. (FTA Circular 4710.1 section 9.12.4)
- No rider whose access to paratransit service that has been suspended for any reason shall lose his or her eligibility for paratransit services by reason of said suspension. The client will be notified in writing before SRC Wheels takes any of these steps. An eligible customer whose service is to be suspended because of misconduct has a right to request a hearing through the appeals process.
- A rider whose service is suspended because of misconduct has a right to request a hearing through the appeals process.

WHAT IS SRC'S GRIEVANCE AND APPEAL PROCEDURE?

- A rider whose transportation on SRC's Senior Wheels is suspended has the right to file a complaint or appeal.
- A rider has the right to a prompt and equitable resolution of a complaint or appeal. If a rider files a complaint with SRC, that person is still able file additional complaints, such as an ADA complaint with any other agency. A complaint does not need to be filed with SRC before another complaint can be filed with another agency.

The steps to file a complaint or appeal with SRC follow:

1. A complaint or appeal should be documented in writing within ten calendar days after the alleged incident or misconduct notice.
2. If the rider cannot write, an authorized representative can document the complaint or appeal for the rider.
3. If the rider does not have an authorized representative, the rider can call SRC's Executive Director or Director of Transportation and

explain in full detail the nature of the complaint or appeal, who will document the details in writing on behalf of the rider.

4. Once the incident is documented, as proof of submission, a copy of the documentation will be sent to the rider, and a copy will be given to the Director of Transportation. The original documentation will be given to SRC's Executive Director.
5. The Director of Transportation or their designee will review the documentation and conduct an investigation as needed within 14 days of receiving the complaint or appeal. Their findings will be documented, and a written response will be sent to the rider. The response should include documentation of the facts involved. If it is found that a corrective action on the part of SRC and Senior Wheels is necessary, action will be taken to ensure that the problem does not occur again.
6. If the response meets the satisfaction of the rider, the grievance will be considered closed.
7. If the response does not meet the satisfaction of the rider, they may make an appeal to the Executive Director, who will follow the same series of actions within 30 days of receiving the complaint or appeal.

REQUEST FOR FINANCIAL ASSISTANCE

Some financial assistance may be available for those finding it difficult to pay the Senior Wheels full ride rate. Assistance is limited and based on availability of SRC funds. Eligibility is based on current Federal Poverty Level criteria.

Gross annual income for the previous year:

Less than \$12,060 individual (\$16,240 married couple)

Documentation required:

Previous year's Form 1040 (federal income tax form), Social Security or pension payments, bank statements, investment reports, and other cashable assets.

**Senior Resource Center for Douglas County
Senior Wheels**

QUICK REFERENCE

Office Hours:

Monday through Friday, 8:30 a.m. – 4:30 p.m.

We are CLOSED Saturday and Sunday

Senior Wheels Service Hours:

Monday through Friday, First ride: 7:00 a.m. Last ride pick up: 3:40 p.m.

Call three (3) business days before you need a ride, (785) 727-7876

Tell us:

- Your name
- Your address
- Your phone number
- Where you need to go?
- What time is your appointment?
- What time do you need to go home?
- Will someone else be riding with you?

Rates

In-city: \$4.00 one-way/\$8.00 round trip

Additional stops: \$4.00 each

County into Lawrence: \$6.00 one-way /\$12.00 round trip

Exact Cash: Drivers do NOT have change

Punch Card: \$40 or \$60

Purchase with cash or check from your driver

Or cash, check or credit card from SRC office: 745 Vermont St., Lawrence
or call 785-727-7876

Senior Resource Center for Douglas County
Senior Wheels Rider Registration Form

Last name: _____ First: _____ Middle: _____

Email address: _____

Birth date and year: ____/____/____

Home address: _____

Mailing address (if different): _____

Phone: ____ - ____ - ____ Secondary phone: ____ - ____ - ____

IN CASE OF EMERGENCY / POWER OF ATTORNEY

Name of friend or relative: _____

Phone: ____ - ____ - ____ Email address: _____

Relationship to you: _____

Power of Attorney, if applicable: _____

Phone: ____ - ____ - ____

Email address: _____

I have read the Senior Resource Center Senior Wheels manual and agree to all the expectations, responsibilities, and rates. If I am unable to meet the expectations, responsibilities, and rates, I understand that my service on Senior Wheels could be suspended. I understand that Senior Wheels cannot guarantee service.

Signature: _____ Date: _____