

AVOYELLES COUNCIL ON AGING

Transportation Policies

Scheduling Policy

Effective April 1, 2019

Revision Date:

Policy

How to schedule a ride:

All riders call the office and are asked information about their trip. Trip information includes name, phone number, address, date of appointment and location where the rider is going. If the rider has Medicaid, ACOA advises them to call Medicaid 48 hours before all medical appointments. ACOA ask riders to call at least 24 hours before scheduled ride to make appointment. ACOA also will accommodate rides the same day if possible.

Cancellation Policy:

ACOA will work with all riders when rides need to be cancelled; however, it is the expectation that riders will notify the agency at the earliest possible time to allow for other riders to have opportunity to schedule.

Trips missed by an individual for reasons beyond the rider's control shall not be the basis for determining a practice of no shows/cancellations. It shall be the policy of the agency that in the event of a no show or late cancellation, all riders will be subject to the same consequences:

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| First Occurrence | The agency will follow up with the rider who cancelled to understand the circumstances. |
| Second Occurrence | The agency will send a written letter requesting the fare for the cancelled trip. |
| Third Occurrence | The agency may be suspended from service for <u>30</u> days |