



3195 Neil Armstrong Blvd.  
Eagan, MN 55121  
651-686-0405

204 Mississippi Ave.  
Red Wing, MN 55066  
651-388-7108

224 Main Street  
Zumbrota, MN 55992  
507-732-7888

1202 Beaudry Blvd  
Hudson, WI 54016  
715-410-4216

792 Canterbury Rd S.,  
Ste. 132  
Shakopee, MN 55379  
952-403-7979

**Revised 12/1/2017**  
**Reviewed 02/05/2018**

## **Transportation Policies and Procedures**

**I-09**

### **SPECIAL INSTRUCTIONS**

**All drivers of ProAct Vehicles will need to sign off on the following pages:**

**Eagan** – Page 19

For Gasoline Credit Card/Mobile Telephone and Driving Company Car Home

**Red Wing/Zumbrota** – Page 20

For Gasoline Credit Card/Mobile Telephone and Driving Company Car Home

**Hudson** – Page 21

For Gasoline Credit Card/Mobile Telephone and Driving Company Car Home

**New Options**– Page 22

For Gasoline Credit Card/Mobile Telephone and Driving Company Car Home

This document describes ProAct's /New Options transportation system.  
It contains valuable information for staff members and service recipients.  
It is reviewed annually and updated regularly as needed.



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## Transportation Policies and Procedures

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### **Purpose**

The purpose of this policy is to ensure the safety of persons served as well as staff during transportation and include the provisions for handling emergency situations. The Designated Coordinator and/or the Designated Manager are responsible for ensuring that all required documentation is completed before the first ride; that staff receives appropriate and regular training; that procedures and practices are in place to provide safe transportation; that concerns pertaining to individuals served are addressed; and that rules are followed by staff, contractors and persons served.

### **A. Transportation Policy and Service Descriptions**

1. ProAct's /New Options policy on transportation services is that whenever possible, service recipients should be responsible for their own transportation to and from our Eagan, Hudson, New Options, Red Wing, and Zumbrota sites and/or to and from other work sites. The options will vary depending on the community, the residential provider, and the availability of friends, family or coworkers to provide or arrange for rides. ProAct/New Options Designated Coordinators will assist service recipients, if needed, to arrange transportation. ProAct/New Options will provide or contract for special transportation services as needed. In each case, there must be payment for services provided from the service recipient and/or a funding source.

### **B. Consumer Cooperation/No Show Policy**

ProAct's/New Options policy on transportation is that passengers who ride ProAct vehicles, including contracted transportation, must be ready and waiting, and immediately go outside to board the vehicle when it arrives. Consumer cooperation is vital to an on-time system.

#### **Ready and Waiting for the bus/van/car means**

1. Standing or sitting in proximity to the door (or a close-by window) dressed, with coat on, lunchbox and other necessities immediately at hand, watching for the vehicle.
2. Immediately going outside to board the vehicle when it appears. Bus route drivers will wait one minute for ambulatory passengers to exit the home. Special route drivers (vans, cars) will wait one minute, then call, then wait two more minutes before leaving.

Passengers/homes on all routes must cancel sufficiently in advance of the pick-up time to allow the route to be changed. Should passengers/homes not comply with this policy, the county case manager and the house supervisor will be called to inform them of the no-show.

After three failed attempts to transport the person as per the schedule, a team meeting will be requested to address the issue. Two more failed attempts will result in the removal of the person from the transportation schedule. Other transportation arrangements must be made if the person is to continue receiving services from ProAct/New Options.

ProAct/New Options is not reimbursed and the rest of the route is delayed when a trip is made to a home and the person does not appear. Buses are often 15-20 minutes late in the morning because passengers are not ready or have not called to cancel.

Should ProAct/New Options have to change pick-up or drop-off times or cancel a route due to



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## Transportation Policies and Procedures

---

inclement weather or other factors, phone calls to the homes will be made as early as possible in advance of the scheduled time.

3. Passengers who live outside of an area served by ProAct/New Options transportation route system may be requested to provide their own transportation (morning and afternoon, if needed). There may be individuals for whom we are unable to provide transportation, or transportation services may be provided on a limited schedule, based on vehicle capacity or other factors.

### C. Current Transportation Options

1. Special ProAct/New Options transportation services using bus, van, or automobile/may include the use of a lift vehicle with wheelchair tie-downs, or physical assistance from a staff member. Residents of Goodhue, Pierce, Dakota, and St. Croix, or other counties in need of this service must have approval from the county case manager for subsidized transportation. If from a county other than Goodhue, Pierce, Dakota, or St. Croix, an annual service agreement for transportation must be signed by the county, or their own purchase of service agreement issued to ProAct/New Options. The individual is added to the appropriate ProAct/New Options route and the cost is billed according to an established fee.

The ProAct Red Wing Bus (First Student) service at \$1.25 per trip is not subsidized by the county. This option is to be offered only if the individual is not able to take the Red Wing Hiawathaland Bus for some reason. The service recipient pays this amount.

Hiawathaland bus punch passes can be purchased at ProAct Red Wing in advance to ride on the Hiawathaland Bus. The cost per trip is \$1.75 for Dial-a-Ride or \$1.25 for the route bus; subject to change.

2. Medicaid-funded transportation. This is written into the purchase of service agreement for recipients of DTH or CADI/TBI services. The agreements are renewed annually or more often if needed (rates may change in July or October). The State of Minnesota or county of responsibility is billed monthly according to an established daily fee, regardless of the type of transportation provided or the cost. There is no cost to the individual served.



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**Transportation Policies and Procedures**

---

**Vehicle Emergency Procedures**

**EAGAN**  
Call Jane Snyder,  
Transportation Coordinator,  
for information (651) 289-3159 or (612) 240-5877

**HUDSON**  
Call Margaret Christensen  
(715) 410-4216  
**NEW OPTIONS – Ali Brown**  
612-719-2645

**RED WING/ZUMBROTA**  
Call Gloria Solsaa (651) 327-5636  
Or Pam Veith (651) 327-5613  
Or Jo Erickson (507) 732-7888

1. Individuals needing **full supervision**:

Driver will call the residences to come and escort the consumer out of the bus.

Individuals needing **limited supervision** must be dropped off in front of the home and observed until they have completed entering the home.

Do not drop off across the street from home or at another location unless the individual is fully independent and it has been approved by the Designated Coordinator or residence.

If no home staff is available; or individual cannot get into the residence; the driver is to call ProAct/New Options or emergency contact for instructions and will continue with route and return to given residence.

1. Individuals needing **full supervision**: must be escorted part way and responsibility handed over to the home staff that is present at that time. Staff must always have others that are on the vehicle within eye sight.

Individuals needing **limited supervision** must be dropped off in front of the home and observed until they have completed entering the home **and** driver physically sees a staff.

Home staff is to display a placard on the door when present to indicate to drivers of ProAct's special routes, First Student and Hiawathaland that participant(s) may be left at the home. If no placard is displayed, driver is to honk and wait one minute. If staff is **not** seen, driver is to call ProAct for instructions and will continue on route with participant(s).

2. Staff should be seated next to those with the greatest difficulties when possible – no staff on Eagan buses unless the route is for enclave drop off or pickup. At least one enclave supervisor is required to ride buses to and from enclaves.



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## Transportation Policies and Procedures

---

### **D. Driving Policy**

Each individual served shall receive safe, courteous and reliable service from a certified First Aid/CPR driver. At no time will the safety of any rider or driver be compromised. No individual will be allowed to place himself or herself or other individuals in danger by operating any vehicle mechanical devices, or assist with the tie-down process of wheelchairs.

#### **1. ProAct Vehicles and Driver Responsibility:**

- a. Personal identifying information will be available to the driver for each individual at all times during any transportation activity.
- b. Drivers will carry cell phones and will have them turned on and accessible during transports. Drivers must pull over to take any incoming calls or to make any needed calls, or use company issued blue tooth hands free device.
- c. Drivers are required to take attendance and document names of consumers being transported, both when boarding and departing the vehicle. Drivers will also maintain a log of starting and ending mileage. When at the end of the route, staffs are required to do a walkthrough of vehicles to ensure all passengers and personal items are off the vehicle. Staff must sign off on mileage sheet that this is completed.
- d. Drivers are required to stay within sight of the vehicle and other passengers to assist with passengers boarding and unloading.
- e. Individuals served are not to be left unsupervised in vehicles.
- f. Staff members will be required to participate in transportation training exercises.
- g. All ProAct staff members who drive company vehicles need to maintain a current driver's license according to state requirements and a good driving record which is acceptable to ProAct and its insurance carrier.
- h. All ProAct drivers are expected to maintain safe and courteous driving behavior, following the rules of the road, including posted speed limits.
- i. Drivers who have been convicted of a DWI will not be permitted to transport individuals served and may be subject to disciplinary action up to and including termination. CDL drivers convicted of a DWI will be disqualified for one year.
- j. Employees must immediately notify ProAct of all serious traffic violations and accidents, regardless whether the violation or accident occurred during working or non-working time. ProAct's insurance rates violations on a point system – eleven or more points disqualifies drivers from operation of ProAct vehicles and /or transportation in a personal vehicle for company business and reimbursement.
- k. Each staff member is personally responsible for any fines or tickets due to a personal driving violation. Any work-related violation or DWI must be reported to the supervisor.
- l. Any accident or injury to yourself or individual served must be immediately reported to the supervisor and the proper forms completed (refer to Employee Handbook I-15, drug



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### Transportation Policies and Procedures

---

free workplace policy/procedures).

- m. Vehicle assignments and mileage sheets are recorded and attached to the clipboard in the Job Coach Room/Transportation Area. Keys must be returned immediately upon completion of a route. In Eagan keys are kept in the vehicle book in the Transportation Coordinator's office. If after hours and the building is locked, keys shall be kept "hidden" inside the lift door, in the rear of the bus.
- n. Shut all vehicle doors to prevent individuals from closing door on their own or other individual's fingers.
- o. Have engine running only when the driver is in the vehicle (or the vehicle is locked such as when warming the vehicle up in cold weather).
- p. Make sure seat belts are worn by everyone at all times, this includes the driver. Drivers are to assist in buckling seatbelts of passengers.
- q. Do not permit smoking, food, or beverages in the vehicle at any time, except when bringing lunches along to the work site. Water is allowed when very hot temps.
- r. Make sure doors are locked when vehicle is unoccupied.
- s. Drivers are expected to keep accurate records as per instruction and to make routine spot checks of the vehicle. Repairs or maintenance needed should be reported to the maintenance department or transportation coordinator. (Red Wing/Zumbrota-Use Form R-108, Eagan will use form A-35E).
- t. Refuel the vehicle when the gas gauge reads 1/2 tank. If possible, refuel only after all individuals have been dropped off at their destinations.

**Eagan:** Gas will be charged at Quick Fuel in Eagan. Enter data on mileage sheet and turn charge slip into Transportation Coordinator.

**Refer to specifics on page 18 for using Enterprise charge cards:**

**Red Wing:** Gas can be charged at Kwik Trip Stores, Wilson Oil Company and other places where we have an agreement to use Enterprise charge cards. Keep the card in the vehicle. Enter your pin number and odometer reading. Let us know if you want to purchase gas at a station that doesn't have an agreement and we will set it up.

**Lake City:** Gas can be charged at KWIK Trip in Lake City or in Red Wing. Let us know if you wish to use other stations (same as above).

**Zumbrota:** Gas can be purchased in Red Wing or at the Casey's Market/Gas Station in Zumbrota across the street from ProAct. (same as above).

**Hudson:** Gas will be charged at Kwik Trip Stores in Hudson. Sign charge slip and record the number of the vehicle that was filled. Turn slips into Coordinator in Eagan.

**New Options:** Gas will be charged at Kwik Trip Stores, Holiday or SA stations in Shakopee. Sign charge slip and record the number of the vehicle that was filled. Turn slips into Coordinator in Eagan.



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---

**Transportation Policies and Procedures**

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- u. Plug in the vehicle at end of each day to help ensure that the vehicle will start each morning. (Diesel must be plugged in if below freezing)



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### Transportation Policies and Procedures

## 2. Transportation Procedures during Inclement Weather

It shall be the policy of ProAct/New Options to coordinate safe and efficient emergency transportation procedures for all individuals served.

ProAct rarely closes due to weather. However, there may be times when ProAct/New Options vehicles will not be sent to transport individuals. For example, rural roads or driveways not plowed. ProAct/New Options will not close unless conditions would merit closing. Therefore, staff is expected to use discretion and report to work. ProAct, Inc./New Options does not follow local school closings or delays as a general rule.

### WIND CHILL TEMPERATURES POLICY

It shall be the policy of ProAct, Inc./New Options. to cancel transportation for consumers using wheelchairs only if the temperature is minus ten degrees or colder or wind chills of minus thirty degrees or colder (minus twenty degrees for ProAct-Zumbrota). If you have a stop with an ambulatory person, you will need to stop at that residence. This does not include contracted transportation.

If you need to cancel a consumer using a wheelchair, it is your responsibility to call the residence in the morning to remind them that you **WILL NOT** be picking up the consumer.

This policy is for the safety of the consumer riding the lift as well as the consumers in the vehicle with the lift door open for a long period of time.

In some instances, alternate means of transportation may continue to provide services to ProAct/New Options, such as MetroMobility, MN Valley, Hiawathaland Transit, and residences. If a residence, parent, etc., provides transportation in the morning, they must also provide the afternoon ride.

Group employment sites will run per contract specifications. The Eagan Employment Site Manager or appropriate Red Wing/Zumbrota/Hudson/New Options staff members will coordinate special considerations for persons living far distances. Group Employment Sites may cancel or return early depending on distance to and from each site.

The Designated Coordinators and/or Employment Coordinator will inform employers of ProAct's emergency policies and will contact employers to inform them whether ProAct employees will report to work.

The ProAct /New Options, President will contact staff members and WCCO Radio (830 AM) and Twin Cities TV stations (channels 4, 5 and 11) for program and possible site closing information.

In the absence of the President, the Vice President of Program/Services will make the decision to close or to determine late start or early departure. If weather conditions are severe throughout the furthest locations, and would affect partial routes, the Eagan Transportation Coordinator or appropriate Red Wing/Zumbrota/Hudson/New Options staff members will make the decision for late arrival or early departure and coordinate the logistics to do so.

Late start and early departure will normally be a one to two hour time frame.

Designated Coordinators will be responsible to coordinate calling residences when an early departure or late start is to take place.





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## Transportation Policies and Procedures

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Eagan Bus Drivers will call each residence to either cancel route or notify of late pick up, or the cancellation of wheelchairs, due to extreme weather conditions for scheduled morning route.

### 3. Procedures for Transportation During Severe Weather

Because the safety of our staff members and individuals served is of the highest priority, the following procedures will be followed in the event of severe weather or a tornado:

Sites will not transport individuals served during a tornado warning until the warning has expired or it becomes clear that the danger has passed in the area where transport services will be provided. Furthermore, during periods of severe thunderstorms, hail, etc., common sense must be applied to modify transportation schedules, if needed to ensure safety. This decision will be made by a manager, the safety chairperson, or Designated Coordinator, together with drivers, before drivers will be permitted to continue their routes.

When the tornado warning sounds, individuals served and staff members in the building will take cover, according to existing policy (refer to Eagan Safety Manual or Red Wing/Zumbrota I-50), until they are informed that it is safe to resume their activities.

### 4. Road and/or Accident Emergency Procedures

A procedure has been set up for staff members driving ProAct vehicles if there is a road emergency or accident. The names and phone numbers listed below are posted in each vehicle. The staff individual must notify the appropriate person or persons immediately if an emergency does occur. ProAct staff members listed below will handle the coordination of transporting individuals home or to the job site. When possible, the Eagan site will send a back-up vehicle so the route can continue as scheduled.

In case of vehicle breakdown resulting in the need for immediate service:

a. Call the following appropriate service provider:

**Eagan:** Ultimate Fleet Repair – (651) 454-8775 or Mark’s Towing (651-) 454-1533  
**Red Wing:** Red Wing Chrysler – (651) 388-1170 or Johnson Tire (651) 388-3734  
**Zumbrota:** Matthee's Texaco – (507) 732-5616  
**Hudson:** Call Jane Snyder to set up any tows:  
Cell: (612) 240-5877 – Home: (651) 437-1339  
**New Options:** Ali Brown., 612-719-2645

b. During ProAct working hours, notify the following:

**Eagan:** Jane Snyder, Transportation Coordinator – (651) 289-3159  
**Red Wing:** Craig Olson, or other ProAct staff – (888) 388-7108  
**Zumbrota:** Jo Erickson or other ProAct staff – (507) 732-7888  
**Hudson:** Margaret Christensen – (715) 410-4216  
**New Options:** Ali Brown – 612-719-2645



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**Transportation Policies and Procedures**

---

c. After ProAct working hours, notify the following:

- Eagan:** Jane Snyder, Transportation Coordinator  
Cell: (612) 240-5877 Home: (651) 437-1339
- Zumbrota:** Jo Erickson – (651) 675-7443
- Hudson:** Margaret Christensen – (715) 410-4216
- New Options:** Ali Brown – 612-719-2645

d. In case of an accident or medical emergency, drivers must:

1. Follow First Aid/CPR procedures (found in the Emergency Procedures Manual I-50) or the First Aid Manual located in the first aid kit.
2. Call 911
3. Contact ProAct
  - Eagan:** (651) 686-0405
  - Red Wing:** (888) 388-7108
  - Zumbrota:** (507) 732-7888
  - Hudson:** (715) 410-4216
  - New Options:** (612) 719-2645.....

All vehicles must be equipped with a fire extinguisher, first aid kit, seat belt cutter and warning or hazard equipment.

**E. Emergency Procedures While At Community Sites**

(Refer to Safety Manual for Eagan/Hudson/New Options or Emergency Procedures I-50 for Red Wing/Zumbrota).

ProAct is responsible for individuals who are working in the community under ProAct supervision, therefore, at least one site supervisor must accompany the individuals we serve on bus routes to and from enclaves. If there are problems, the following procedures should be followed:

1. Personal, identifying information should be readily accessible and available to staff members who are assigned to supervise and/or transport the individual. If needed, the basic elements of that individual’s behavior plan will be outlined on the back of this form. The Data Folders will be reviewed annually or as needed to keep personal data current. (Personal Data Information should include: Person’s name, date of birth, and a current picture of the person; Name, address and telephone number of the day program; Place of residence, address and telephone number; County Case Manager’s name; County of responsibility; Guardianship status; Physical limitations; Doctor’s name and telephone number; Dentist’s name and telephone number [optional]; Who to notify in case of an emergency; and Medication being taken by the person).
2. In case of illness, call the residential facility to make sure staff is available at home before arranging transport. If you are the only staff member on site, call your ProAct back-up to transport. If your backup is not available, ask residential staff to transport the individual. If these options are not available, call 911 and request an ambulance.
3. In case of seizures, follow procedures in #2. For a prolonged or unusual seizure or an injury



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715-410-4216

---

### **Transportation Policies and Procedures**

---

requiring medical attention, notify residential facility and then call 911 and request an ambulance. Any time an individual is transported by ambulance, or is taken to the emergency room, the County Case Manager and guardian must be notified right away. The ProAct/New Options Designated Coordinator is responsible for that call.

4. In the event of intractable behavior problems, after following procedures outlined in the individual's behavior plan, call your ProAct/New Options back-up to transport the individual, or call the police, depending on the situation. If the individual runs away, notify the residential facility or guardian and then call the police. If the time is near the end of your shift, advise the police officer to take the individual home; otherwise put the individual back to work. If the individual won't calm down, discuss further options with the police officer.
5. A staff member or adult volunteer will be present in the vehicle in addition to the driver if an individual requires programming or supervision while being transported, as noted in the individual program plan.
6. It is acceptable for individuals who refuse to work to sit calmly and watch or otherwise occupy themselves quietly. Do not nag or persist unduly. Be lavish with positive remarks if the individual chooses to join the work crew after an initial refusal.



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**Transportation Policies and Procedures**

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**If there are problems after regular work hours call the following individuals first:**

**Eagan:** Jane Snyder Cell: (612) 240-5877

**Hudson:** Margaret Christensen: (715) 410-4216

**New Options: Ali Brown:** (612) 719-2645

**Red Wing: Your Designated Coordinator**

Heidi Befort                      Gloria Solsaa  
(651) 388-4852                      (651) 388-5611

Sam Kapala                        Lisa Richardson  
(507) 210-2172                      (715) 864-6050

Joyann Johnson                      Pam Veith  
(715) 273-3411                      (651) 388-3211

Rachel NaSal  
(651) 764-0877

**Zumbrota:** Jo Erickson (651) 675-7443

OR

Director of Programs/Services – Sally Ogren (651) 388-4386



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## Transportation Policies and Procedures

---

### F. Guidelines for Transportation Services

Bus/Van drivers and passengers have the right to:

- a safe, clean vehicle
- a calm, quiet environment
- a schedule that is on time
- be notified of schedule changes
- be treated with courtesy and respect

Bus/Van drivers must be in charge of their passengers and in control of the vehicle at all times.

- Passengers are to remain seated at all times; seat belts must be used
- Passengers are not allowed to talk on cellphones. Texting is okay as long as the phone is on vibrate, as not to disturb the driver and/or other passengers
- The driver has the right to assign seats if necessary
- No smoking is allowed in ProAct/New Options vehicles
- No eating or drinking is allowed in ProAct/New Options vehicles
- Individuals served will not be permitted to start vehicles, remain in unattended vehicles, or operate wheelchair lifts
- Individuals will be notified of schedule changes
- Individuals are expected to dress appropriately for inclement weather, and to listen to the local radio/TV stations during storms for announcements about ProAct.. However, ProAct/New Options is rarely closed due to weather. All staff members are expected to report to work, even if bus routes have been cancelled.
- Individuals are expected to notify drivers of days that they won't be riding

#### **EAGAN**

Individuals or staff can reach drivers on cell phones to change riding schedule.  
After hours, call the Transportation Line at: (651) 289-3198.

#### **HUDSON**

Margaret Christensen (715) 410-4216

#### **NEW OPTIONS**

Ali Brown (612) 719-2645

#### **RED WING/ZUMBROTA**

Minnesota individuals are not to call drivers at home; however, Wisconsin individuals should notify their driver's cellphone with any changes. The ProAct office has the answering machine on and messages are retrieved each morning.

First Student route participants are asked to call (651) 388-8244 ext. 14 for after hours or the First Student Office.



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## Transportation Policies and Procedures

---

### G. Behavioral Issues

To ensure safety of all ProAct/New Options passengers, ProAct's/New Options disciplinary policies will be followed by all drivers.

1. The following procedures will be followed when an individual has a behavioral incident such as hitting, touching, kicking, yelling, failure to move for another rider, or failure to keep seat belt buckled, the following procedure will be followed by the transportation department:
  - a. **First Incident:** Verbal reminders and support by the driver
  - b. **Second Incident:** The individual will be moved to a place set by the driver and the in-house team. Transportation and program staff will develop individualized behavioral techniques to be implemented
  - c. **Third Incident:** The individual is not able to ride regularly scheduled route for one day; alternate transportation will be required for that day
  - d. **Fourth Incident:** The individual is not able to ride regularly scheduled route for two days; alternate transportation will be required for those days
  - e. **Fifth Incident:** The individual is not able to ride the regularly scheduled route for three days; alternate transportation will be required for those days
2. Incidents that occur after the fifth incident could result in terminating the individual from ProAct/New Options transportation or a 1:1 staff will be required for the bus ride as long as the vehicle has the room.
3. All incidents require the completion of an Incident Report that is turned into the Designated Coordinator upon return to ProAct/New Options.
3. Any time an individual physically harms or attempts to harm the driver, the individual will be suspended from riding his/her bus for three days.
4. Any behavior that is intimidating or seriously distracts the driver from driving safely may be handled with immediate suspension. Drivers must report such incidents to the Designated Coordinators, who will complete a suspension report. (Red Wing/Zumbrota: Form R-23).



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## Transportation Policies and Procedures

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### **H. Driver Training Policy**

It is the policy of ProAct Inc. /New Options that each driver will receive training in order to provide safe and reliable transportation. To accomplish this, drivers will:

1. Become familiar with ProAct/New Options goals and philosophies through in-service orientation and training.
  - Review and sign position description
  - Review ProAct/New Options history and mission statement
  - Review Employee Manual
  - Review ProAct/New Options programs
2. Become familiar with types of disabilities and review special rider needs
  - Review individual rider behaviors
  - Review individual rider needs for assistance getting on/off van and step heights
  - Review individual rider seating arrangements
  - Review individual Coordinated Service and Support Plan Addendum for all (DTH Participants)
3. Acquire and maintain all required certifications, licenses, and related training, including:
  - First Aid/CPR Certification
  - Seizure, VA, and all mandatory trainings Class B Driver License (CDL)
  - Consumer Vulnerability-Vulnerable Adult Act
  - Vehicle Safety
  - Read annually individual Coordinated Service and Support Plan Addendum for all consumers transported
4. Be assigned vehicles daily by the Transportation Coordinator. Vehicles will be assigned based on the following factors:
  - Number of people
  - Length of the route
  - Vehicle license needed
5. Properly maintain and submit vehicle logs, and help maintain route information
  - Become familiar with log location and procedures for completion
  - Return completed logs to Transportation Coordinator first working day of each week
  - Maintain accurate information, including addresses of passengers
  - Pick-up times
  - Review specific route and geographic map
  - Record route information as required.



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### Transportation Policies and Procedures

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6. Properly operate and maintain cellular phone
  - Phone should accompany each driver whenever transporting individuals
  - Phone must be on and operating while driving
  - Phone is for business use only
  - Conversations must be brief
  - Phone is to be returned to transportation office and recharged if necessary
  - No texting or cellphone use in commercial motor vehicles
  - Driver must pull over to make or receive calls or use Company issued hands free device.
  
7. Become familiar with all aspects of vehicle operation, including:
  - Wheelchair lift operation
  - Adjustment of seats, mirrors, etc.
  - Refueling – location of gas station and procedures for refueling; recording of gas purchases; submitting gas purchase receipts.
  - Proper use of credit card – Receipts to be submitted to Transportation Coordinator upon return of the vehicle to ProAct in Eagan; to Red Wing Accounting office in Red Wing and Zumbrota. Hudson/New Options will submit at the end of the month.
  
8. Driver Time Card Completion Guidelines

All drivers are expected to complete the Driver Log on the back of the pay sheets.  
If you are driving and working for another supervisor in another department, both supervisors must approve your time card.

  - a. **Drivers who start their bus routes from their home.**

Starting time for payroll purposes, is the time you arrive at your first pickup. You will be allowed 15 minutes to perform your pre-trip inspection daily.  
Ending time for the day is the time of the last drop off, not the time the bus is parked back at your residence.
  
  - b. **Drivers who begin their routes leaving from ProAct.**

Are allowed a 15 minute pre-trip inspection, plus travel time to the first pick up.  
Ending time is when the bus is parked back at ProAct.





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## Transportation Policies and Procedures

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### USING WHEELCHAIR LIFTS SAFELY

#### **THE WHEELCHAIR LIFT**

1. Familiarize yourself with the lift to be sure you understand the controls
2. Before using it, check the lift to be sure it is functioning correctly.
3. When using the lift, always be sure the vehicle is parked on as level an area as possible.

#### **WHEELCHAIR PASSENGERS**

1. The wheelchair occupant may be secured in the chair. Fasten the wheelchair lap belt.
2. Center the wheelchair on the lift platform and set the wheel brakes
3. Stay by the wheelchair as you raise it and keep a constant hold on it.
4. When the wheelchair is raised, push it into the vehicle and be sure it will not roll back out as you enter the vehicle.
5. The wheelchair should be facing the front of the vehicle if possible. Secure it with four tie-down straps, one on each corner of the chair and fastened. Note that the straps should be fastened to the frame of the chair. Do not fasten them to removable parts of the chair, such as foot rest. After fastening the chair, check it to be sure it will not roll. Set the chair wheel brakes. It is also a very good idea to check the straps at other stops in the route to be sure they have not vibrated loose during the ride.
6. Secure the floor-mounted van seat belts and/or a torso belt around the client.
7. At the end of the ride unfasten all tie-down straps and van seat belts.
8. Be sure the lift platform is level with the vehicle floor before trying to move the chair out onto it.  
**NOTE:** Get into the habit of preceding the wheelchair out onto the lift platform. IF it is not in the correct position, you will be more likely to notice it.
9. Set the wheelchair brakes and hold it as you lower the lift platform.

#### **AMBULATORY PASSENGERS**

1. Stay with the passenger and instruct him/her to be careful as he/she steps onto or off the lift platform.
2. Instruct the client to hold onto the lift handrail. Watch that the client does not put his/her hand where it could be pinched while the lift is operating.
3. Place your hand over the hand of the client to be sure he/she maintains a grip while it is moving.
4. Tell the client when you are starting to raise or lower the lift.
5. Be sure the lift platform is level with the vehicle floor and instruct the client when to walk into or out of the vehicle.
6. Be sure the client fastens his/her seat belt.

#### **REMEMBER**

1. Always keep eyes on clients while loading or unloading.
2. Be aware of weather conditions. In the spring and summer the vehicle can get very hot inside, even on mild days. Likewise in the winter, wheelchair occupants are highly vulnerable to frostbite conditions. Get them out of the wind and onto the vehicle as quickly as possible.
3. If you must leave the vehicle engine running for heat or air conditioning, be sure it is in park or neutral and that the emergency brake is set. Vehicle must be locked if you leave it while it is running and you are not in



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**Transportation Policies and Procedures**

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attendant of it.

4. Stay alert and pay attention to what you are doing.

My signature below is confirmation I understand and agree to the transportation policies. Failure to abide by this agreement may result in termination of employment.

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Signature of Staff

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Date



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**Transportation Policies and Procedures**

<b>Initials or N/A</b>	← <b>Eagan</b>
	<ul style="list-style-type: none"> <li>• The credit cards are for gasoline purchases for Quick Fuel vans only. No other purchases are allowed. If you have an emergency and must purchase something for the van, such as motor oil, mark it on the receipt and inform the Transportation Coordinator as soon as possible.</li> <li>• When you make a gasoline purchase write the vehicle number and mileage on the receipt/mileage sheets. You are required to sign a duplicate receipt. Purchases made through the Auto Credit System are not permitted. Also, write the number of gallons, the purchase amount, and the vehicle mileage on the transportation log sheet.</li> <li>• The receipt must be turned in to the Transportation Coordinator as soon as you return to ProAct.</li> <li>• Gasoline credit cards must not be left in the vehicle. Place the credit card in the pouch provided in the 3-ring binder for the vehicle and return the binder to the designated area in the transportation department when you return to ProAct.</li> </ul>
	<p>Policy for using the <b><u>MOBILE TELEPHONES</u></b></p> <ul style="list-style-type: none"> <li>• The mobile telephones are for business use only. &gt;&gt;&gt;<b>No personal calls</b>&lt;&lt;&lt;&lt; If you need to make a personal call for an emergency, log it as such. Personal calls will be charged back to the user.</li> <li>• Use phones only when necessary, i.e. when you are running late, when a client does not ride, etc. No frivolous calls.</li> <li>• Drivers must pull over to make or receive calls – no texting or calls while operating a commercial motor vehicle or use Company issued hands free device</li> <li>• Driver’s must check voicemail box on the cell phone and also check the transportation line on a daily basis for any changes.</li> </ul>
	<p><b><u>DRIVING PROACT VEHICLES HOME</u></b></p> <p>ProAct allows certain drivers the privilege of driving their route vehicles home on a daily basis due to the close proximity of their homes to the route area. Because of this, it is imperative that all drivers protect themselves, the vehicles and the image of ProAct by parking the vehicle in a safe area and not using it for personal business.</p> <p>If you drive a vehicle home, you are expected to have your vehicle parked for the night at your home or designated parking area once your route is completed. ProAct vehicles are not to be driven outside of business hours except when directed to do so by the Transportation Coordinator, Director of Programs and Services or President.</p>

My initials at the appropriate policies stated above and my signature below is stating I understand and agree to the policies stipulated on this statement. Failure to abide by this agreement may result in termination of employment.

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**Transportation Policies and Procedures**

Initials or N/A	<p style="text-align: center;">←————— <b>Red Wing/Zumbrota</b> —————→</p>
	<p>Policy for using the <b><u>ENTERPRISE FLEET MANAGEMENT GAS CREDIT CARD</u></b>.</p> <ul style="list-style-type: none"> <li>• The gas credit card stays with the vehicle and can only be used for fuel purchases. This card can be used at most (Kwik Trips, Wilson Oil) fuel stations. Arrangements can be made, if needed, at stations not currently under agreement, such as “One Stop Food N Fuel” on Pioneer Road.</li> <li>• When you run the card in the pump you must enter your personal pin number and the odometer reading of the vehicle. Make sure you leave the card in the vehicle. You do not need a receipt.</li> <li>• If you need roadside assistance, first call ProAct and consult with staff. If a vehicle needs repairs, just let Craig Olson know &amp; he’ll take care of it. If you need roadside assistance and there don’t seem to be other answers, call the 800 # on the back of the card. This card should always stay in the vehicle.</li> <li>• There is a binder in the vehicle with a pocket for these cards, as well as the forms you must complete for mileage and destination information. There will also be instructions to follow if you should have an accident.</li> </ul>
	<p>Policy for using the <b><u>MOBILE TELEPHONES</u></b></p> <ul style="list-style-type: none"> <li>• The mobile telephones are for business use only. &gt;&gt;&gt;<b>No personal calls</b>&lt;&lt;&lt;&lt; Personal calls will charged back to the user.</li> <li>• Use phones only when necessary, i.e. when you are running late, when a client does not ride etc. No frivolous calls.</li> <li>• Many staff members prefer to use their personal phones. We do have an extra phone or two available for staff who prefer to use ProAct phones. Phones may be picked up in the Job Coach Room in the morning and returned each evening and plugged into the charger. If none are available, see Rachel NaSal or Gloria Bechel.</li> <li>• Driver must pull over to make or receive calls – no texting or calls while operating a commercial motor vehicle.</li> </ul>
	<p><b><u>DRIVING PROACT VEHICLES HOME</u></b></p> <p>ProAct allows certain drivers the privilege of driving their route vehicles home on a daily basis due to the close proximity of their homes to the route area. Because of this, it is imperative that all drivers protect themselves, the vehicles and the image of ProAct by parking the vehicle in a safe area and not using it for personal business.</p> <p>If you drive a vehicle home, you are expected to have your vehicle parked for the night at your home or designated parking area once your route is completed. ProAct vehicles are not to be driven outside of business hours except when directed to do so by the Transportation Coordinator, Director of Programs and Services or President.</p>

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**Transportation Policies and Procedures**

<b>Initials or N/A</b>	<p style="text-align: center;">← <b>Hudson</b></p>
	<p>Policy for using the <b><u>GASOLINE CREDIT CARDS.</u></b></p> <ul style="list-style-type: none"> <li>• The credit cards are for gasoline purchases for buses and vans only. No other purchases are allowed. If you have an emergency and must purchase something for the vehicle, such as motor oil, mark it on the receipt and inform the Transportation Coordinator as soon as possible.</li> <li>• When you make a gasoline purchase write the vehicle number and mileage on the receipt/mileage sheets. You are required to sign a duplicate receipt. Purchases made through the Auto Credit System are not permitted. Also, write the number of gallons, the purchase amount, and the vehicle mileage on the transportation log sheet.</li> <li>• The receipt must be turned in monthly to the Eagan Transportation Coordinator.</li> <li>• Gasoline credit cards must not be left in the vehicle. Place the credit card in the pouch provided in the 3-ring binder for the vehicle and return the binder to the designated area in the transportation department when you return to ProAct.</li> </ul>
	<p>Policy for using the <b><u>MOBILE TELEPHONES</u></b></p> <ul style="list-style-type: none"> <li>• The mobile telephones are for business use only. &gt;&gt;&gt;<b>No personal calls</b>&lt;&lt;&lt;&lt;If you need to make a personal call for an emergency, log it as such. Personal calls will be charged back to the user.</li> <li>• Use phones only when necessary, i.e. when you are running late, when a client does not ride etc. No frivolous calls.</li> <li>• Driver must pull over to make or receive calls.</li> </ul>
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**Transportation Policies and Procedures**

Initials or N/A	<p style="text-align: center;">← <b>New Options</b></p>
	<p>Policy for using the <b><u>ENTERPRISE FLEET MANAGEMENT GASOLINE CREDIT CARDS.</u></b></p> <ul style="list-style-type: none"> <li>• The credit cards are for gasoline purchases at Kwik Trip, Holiday or Super America for company vehicles only. No other purchases are allowed. If you have an emergency and must purchase something for the van, such as motor oil, mark it on the receipt and inform the Transportation Coordinator as soon as possible.</li> <li>• When you make a gasoline purchase write the vehicle number and mileage on the receipt/mileage sheets. You are required to sign a duplicate receipt. Purchases made through the Auto Credit System are not permitted. Also, write the number of gallons, the purchase amount, and the vehicle mileage on the transportation log sheet.</li> <li>• The receipt must be turned in monthly to the Eagan Transportation Coordinator.</li> <li>• Gasoline credit cards must not be left in the vehicle. Place the credit card in the pouch provided in the 3-ring binder for the vehicle and return the binder to the designated area in your main office.</li> </ul>
	<p>Policy for using the <b><u>MOBILE TELEPHONES</u></b></p> <ul style="list-style-type: none"> <li>• The mobile telephones are for business use only. &gt;&gt;&gt;<b>No personal calls</b>&lt;&lt;&lt;&lt;If you need to make a personal call for an emergency, log it as such. Personal calls will be charged back to the user.</li> <li>• Use phones only when necessary, i.e. when you are running late, when a client does not ride etc. No frivolous calls.</li> <li>• Driver must pull over to make or receive calls.</li> </ul>
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