



## Client’s Rights and Responsibilities Enhanced Mobility for Seniors and Persons with Disabilities (5310 Program)

Client Name: \_\_\_\_\_ Date: \_\_\_\_\_



### Purpose:

Project Amistad’s (PA) 5310 Program provides curb-to-curb transportation services to elderly and persons with disabilities. The purpose of this program is to provide transportation services, virtually for any reason, once approved by PA.

### Procedures:

- **Approved trips:** Only approved trips will be scheduled by PA. If you have other transportation needs, you must contact PA for approval. PA schedules and provides trips on a first come first serve basis. The number of trips scheduled per month will vary, depending on the funding availability.
- **Exceptions:** PA will not allow exceptions to the procedures. Under extenuating circumstances, PA management will review an exception request and approve on a case-by-case basis. .
- **Scheduling a trip:** All trips must be scheduled at least **two** working days in advance (8 AM – 4 PM) and by calling (915) 532-3415. PA will schedule trips Monday thru Friday. Unscheduled trip will not be authorized. PA does not operate on Sundays.
- **Cancellation:** Cancellations should be made 24 hours in advance. However, clients are encouraged to call PA with a cancellation with as much notice as possible.
- **Change in service:** If your conditions or transportation needs change, you must contact the office for appropriate changes. Call (915) 532-3415.
- **Service:** The client is expected to be ready **one** hour before the appointment if the client lives within the city limits and **two** hours before the appointment if the client lives outside the city limits, but within the El Paso County. PA drivers will wait up to 10 minutes. After a 10-minute wait, the driver will leave. In this case the trip will be recorded as a no-show.
- **Fare:** All clients are required to pay \$ 2.50 per each one-way trip.

### Suspension of Services:

- **Behaviors:** The safety and comfort of our passengers is our first priority. Clients are expected to treat PA drivers and other passengers with respect and dignity.
- **No show:** Clients will be susceptible to termination of service after **two** sequence no shows in **one month** or consistently being late.

**Rights:** You have the right to ask for and receive a Fair Hearing if services available by PA are denied. Your records are protected under Texas State Law and cannot be disclosed without your written consent. Your information may be shared among members of the Transportation team, including schedulers, dispatchers and field supervisors, without written consent for staffing purposes. The law requires the release of confidential information in three other situations: suspected abuse of child, dependent adult or developmentally disabled person; potential suicidal behavior or harm to self; or the contemplation or commission of a harmful act(s) toward another person(s).

### Signatures:

I have read and understood the above rights and responsibilities. I agree to follow these procedures and I understand that failure to follow the rights and responsibilities can result in the suspension or termination of service.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

PA Signature: \_\_\_\_\_

Date: \_\_\_\_\_