



Cindi Dixon, Board Chair



Community Services

Domestic Violence Program
* Sexual Assault
* Displaced Homemakers
* Family Violence Prevention

Public Transportation

Senior Enrichment Program
• Meals on Wheels
• Congregate Nutrition Sites
• Legal Services

Family Resource Center

Senior Centers of Excellence
• East Bend
• Yadkin County
• Yadkin Valley
• Surry County

Pilot Mtn. Senior Center

Retired & Senior Volunteer Program

Weatherization

Effective January 1, 2016 as approved by the YVEDDI Board of Directors we have implemented the following travel restrictions due to lack of adequate funding.

- Call center staff will inform all RGP riders of the travel restrictions. Call center staff will try to negotiate changes in all calls for trips to comply with the restrictions.
- If a passenger is not able or willing to comply with the travel restriction, the call center staff will inform them that the next trip must comply with the restriction unless the rider is unable to get appointments within the available times and days.
- Any denial of service based on the travel restrictions should come from the Call Center Manager and will be documented properly.
- All denials will be followed up with a letter to the affected party from the Mobility Manager explaining why the trip was denied and what the rider can do to get trips approved.
- All calls from riders will be handled professionally and courteously. The chain of command for denials is as follows: Reservationist-Reservations Supervisor-Call Center Manager-Mobility Manager-Transportation Director-Executive Director.

Reducing trips costs for RGP:

1. Out of County RGP

- a. Trips will be scheduled for appointments on Tuesday, Wednesday or Thursdays only.
- b. Trips will be scheduled for appointments that are between the hours of 10 am and 1pm only.
- c. One vehicle per county or as few as possible will be scheduled to make the trips.
- d. The scheduled van will wait until all riders are ready to return unless another paying program has a trip later that stragglers can be scheduled on.
- e. Trips will be scheduled for afternoon appointments between 12 noon and 2:00 pm on one day each week on Thursday only.
- f. As much as possible, trips will be grouped and billed to unsubsidized fares rather than RGP.
- g. Riders must pay the approved fare rate of \$5, \$10 or \$15 each way.

2. In County RGP

- a. Trips will be scheduled for appointments on Tuesday, Wednesday or Thursday only.
- b. Trips will be scheduled for appointments between the hours of 10 am and 12 pm only.
- c. Trips will be scheduled for appointments between 12 pm and 2 pm one day per week on Tuesday only.
- d. As much as possible, trips will be grouped and billed to unsubsidized fares rather than RGP.

Exceptions can be made at the discretion of the Call Center Manager if the situation requires a modification. Examples include:

- i. Holiday schedule
- ii. Critical medical appointments that cannot be scheduled within the guideline