



Community Programming Van Transportation Policy

Community Programming Van runs daily Monday through Friday except on scheduled holidays and during inclement weather. No regular daily schedule exists.

Purchase of a van pass does not guarantee service on any given day or for any specific time. The City will take due care in scheduling service in a manner that will provide for the necessary service provision. However, there may be times and days when service will not be available due to van usage.

Participants must be approved through the Louisville Department of Community Programming prior to first date of transportation.

Participants must be over the age of 60, beginning January 1, 2001, unless approved in advance by the Department of Community Programming.

Participants must demonstrate need for transportation services.

Participants must be ambulatory and continent.

Eligibility for service is limited to residents of the City of Louisville or Nimishillen Township.

Prior to first date of service, participant must provide current personal and medical history for emergency records.

Reservations for services must be made 48 hours in advance by calling either 330-875-1908 or 330-875-4180, unless an emergency situation arises. Please consult a Program Coordinator for further details.

Van cancellation must be done in advance. If you fail to answer a call for service at the appointed time, City personnel will take appropriate steps to ascertain your whereabouts or your physical condition. This may involve contacting your family, your neighbors, or the Louisville Police Department.

Service participants will be transported within the boundaries of Nimishillen Township, on any personal errands, except to any establishment that only sells or serves alcoholic beverages. Basic need will be the priority.

Violation of any rule or regulation of the van transportation service after 1 verbal and 1 written warning may result in the loss of service in the future.

Cancellation of a scheduled service time will result if the Department of Community Programming deems road or weather conditions are too hazardous for the safety of the passengers or staff.

Van transportation will be cancelled if the Louisville Public School District is closed due to inclement weather. Announcements will be made via WHBC radio.

Lost van passes will result in a \$5.00 reprocessing charge before service can be resumed.