

**Policy 2011-01**  
**Georgetown Charter Township**  
**Senior Center Transportation Policy**  
**Adopted by the Georgetown Township Board February 28, 2011 with motion #110228-08**

**PURPOSE.**

The purpose of the policy is to stipulate procedures for the Georgetown Township Senior Center to provide for certain transportation needs for **Georgetown Township residents**, including senior citizens, disabled persons and some other persons with hardships or special needs.

**STATEMENT OF POLICY.**

In order to formulate and clarify the Senior Center Transportation procedures needed to make the program viable and self-supporting, the following policy is adopted.

**IMPLEMENTATION.**

The Georgetown Township Senior Center is responsible to implement the procedures detailed herein. The transportation fees are set by Georgetown Township Board resolution from time to time and are directly related to costs associated with providing the service.

**PROCEDURES FOR INDIVIDUAL BUS/VAN RIDES.**

- 1. Fees. Riders shall be charged a fee for each one-way portion of a trip** related to the zone of the destination (which takes into account the distance of the trip).
- 2. Prepaid. All trip fees shall be prepaid.** All money associated with fees for transportation services shall be deposited by the rider or the rider's representative with Georgetown Township prior to any services or rides being provided to the rider. No ride shall be scheduled for a rider unless the rider shall have deposited with the Township the amount of money equal to or more than the fee associated with the ride. The fee for a trip shall be subtracted from the rider's balance at the time the ride is scheduled with a Senior Center representative.
- 3. Schedules.** The Senior Center shall be responsible to schedule the daily bus routes and the riders for each bus.
- 4. Cancellations/Refunds.**
  - a. Senior Center cancellation.** Any bus trip or ride may be canceled by the Senior Center for any reason. All transportation **shall be canceled** on any day that Jenison Public Schools are closed due to a weather event; in such case, **rider notification shall be considered to be the same public notification as for the school closing** and any fees paid by any rider for that day shall be refunded and added back to the rider's balance. If a trip is canceled by the Senior Center for any reason **other than** the closing of Jenison Public Schools due to a weather event, **the rider shall be notified** as soon as possible and the fee shall be refunded and added back to the rider's balance.
  - b. Rider cancellation.** If a rider cancels a scheduled trip at least two hours prior to the scheduled time of the trip (i.e. a phone call received by a Senior Center representative or a request made in person), the fee for the canceled ride that was initially deducted from the rider's balance of prepaid money shall be refunded and added back to the rider's balance. If the rider cancels a scheduled trip less than two hours prior to the scheduled time of the trip, the fee shall not be refunded.

c. **Refunds of prepaid unused balances.** Requests for refunds of unused balances in an individual rider's account shall be made in writing to the Township Office. Refunds shall only be made for account balances of \$30 or more and no money in an amount less than \$30.00 (less the administrative fee) shall be refunded. An administrative fee of 10% will be deducted from the balance prior to the issuance of any refund. Such refunds may take 30 days or more and the refund will be issued in a check format to the accountholder and the person who deposited the money (if a person other than the accountholder deposited the money).

5. **Zones.** In order to more accurately assess fees for rides, zones are established as follows for individual bus/van rides.

Zone A – The area within Georgetown Township

Zone B – The City of Hudsonville and City of Grandville area (or similar such distance)

Zone C – Areas including the Grand Rapids area, Zeeland area, Wyoming area, Allendale Area, Holland area, Cuttlerville area, Walker area, Beltline area (or similar distance)

6. **Other areas.** Bus rides to areas outside of these established zones are not regularly provided; however, the possibility exists for rides to be arranged for transportation to areas outside of the zones depending on bus availability. The fees charged for such trips shall be directly related to the cost for the special trip.

#### **PROCEDURES FOR BUS/VAN RIDES FOR SENIOR CENTER ACTIVITIES.**

All Senior Center activities that involve the use of a Senior Center bus or van for rides shall be arranged so as to have money generated from the activity in a sufficient amount to cover all the associated transportation expenses. Such money related to the fee for the activity shall be prepaid by the participants prior to the activity.

#### **EFFECTIVE DATE.**

This policy shall become effective on April 1, 2011