



Harris County Precinct 4

Commissioner R. Jack Cagle

Dear New Trip Coordinator,

Congratulations on your new adventure as a trip coordinator! Precinct 4 Commissioner R. Jack Cagle is pleased to provide day trips transportation services to Harris County Precinct 4 residents 50 years of age and older.

Annually, Precinct 4 transports more than 400 senior adult groups through day trips to a variety of ongoing activities including festivals, museums, plays, concerts, theatrical and sporting venues, and special attractions that occur in surrounding counties.

I wish you and your group many miles of happy traveling! Your comments, suggestions, and questions regarding this service are always welcome. Please feel free to contact me at 713-274-4050 if I may be of help in any way.

Sincerely,

Jan Sexton, Director
Harris County Precinct 4
Community Centers
and Senior Adult Program

CONTACT INFORMATION

Harris County Precinct 4
Senior Adult Program-Transportation Office
P. O. Box 1433
Tomball, Texas 77377

713-274-4050
Monday – Friday
8 a.m. – 5 p.m.

**After hours, weekends, or in the event of an emergency,
Call any of the following:**

Charles “Trey” Pryor, Transportation Manager & PCT. 4 Safety Manager
cpryor@hcp4.net
832-405-8724

Sandra Howell, Transportation Supervisor
showell@hcp4.net
832-712-0346

Pam Beucler, Training and Safety Coordinator
pbeucler@hcp4.net
832-712-0347

Lillie Guichard, Admin Assistant
lguichard@hcp4.net

ELIGIBILITY GUIDELINES

Participation in day trips transportation is limited to Harris County Precinct 4 residents who are 50 years of age or better. While there are exceptions to the age limit of 50, as noted below, **passengers under the age of 18 are not permitted on the buses.**

Eligibility for Trip Coordinators

- Trip coordinators must reside in Harris County Precinct 4.
- Trip coordinators must be 18 years of age or older.
- Five trip coordinators per group are allowed.
- New trip coordinators and assistants must attend one of the training meetings held yearly. Meetings for 2019 are at the following locations:

Tomball Community Center, 221 West Market Street, Tomball 77375
Thursday, January 24 from 1 p.m. to 3 p.m.

Lone Star College-Creekside Center, 8747 West New Harmony Trail,
Tomball 77375
Thursday, February 21 from 6 p.m. to 8 p.m.

Champion Forest Baptist Church – Jersey Village Campus, 16518
Jersey Drive, Jersey Village 77040
Thursday, March 28 from 6 p.m. to 8 p.m.

Kingwood Community Center, 4102 Rustic Woods Drive, Kingwood 77345
Monday, April 29 from 1 p.m. to 3 p.m.

Memorial Hermann Greater Heights Hospital, 1635 North Loop West,
Houston 77008
Tuesday, May 21 from 1 p.m. to 3 p.m.

Big Stone Lodge, 709 Riley Fuzzel Road, Spring 77373
Wednesday, June 26 from 6 p.m. to 8 p.m.

Lone Star College-Creekside Center, 8747 West New Harmony Trail,
Tomball 77375
Thursday, September 26 from 1 p.m. to 3 p.m.

Mangum Howell Community Center at Doss Park, 2500 Frick Road, Houston, 77038

Tuesday, October 15 from 1 p.m. to 3 p.m.

Kingwood Community Center, 4102 Rustic Woods Drive, Kingwood 77345

Tuesday, November 12 from 1 p.m. to 3 p.m.

- Established trip coordinators and assistants should attend training session every two years.
- Call the Transportation Office 713-274-4050 to attend one of the training meetings.

Exceptions for passengers under the age of 50

- An adult child with special needs over the age of 18 traveling with a parent.
- A caregiver over the age of 18 traveling with a special needs passenger.
- A religious leader and spouse, limit one couple per trip.

Notify the Transportation Office to request an exception to the age requirement. Requests should be e-mailed to showell@hcp4.net, pbeucler@hcp4.net, lguichard@hcp4.net, and cprior@hcp4.net or call 713-274-4050.

RESERVING THE BUSES

Buses are reserved two times per year in March and September. In March, trip coordinators will reserve buses for the months of May through October. In September, trip coordinators will reserve buses for the months of November through April.

- Each group is guaranteed three trips for every six-month period.
- Groups may request three buses for the same day/destination, however, an additional bus is **not** guaranteed for the remainder of the reservation cycle.

JANUARY 2019:

- 1) Trip coordinators should submit their **Trip Coordinator and Group Information Form** to ensure all details are up to date.
 - To submit the form online go to: www.hcp4.net/community/sap/daytrips
 - Click on the **Trip Coordinator and Group Information Form**, fill out completely and click on submit
 - To print and mail or fax the form go to: www.hcp4.net/community/sap/daytrips Click on the **Day Trips Information** section on the left side of the webpage, then scroll down to **Printable Forms**.

- 2) Review the current **Transportation Holiday and Reservation Schedule** for bus availability and begin researching trip ideas.

RESERVATIONS FOR NOVEMBER 2018 – APRIL 2019

Trip coordinators may reserve trips for November 2018 through April 2019 by following these steps:

BEGINNING SEPTEMBER 1, 2018

- 1) Go to www.hcp4.net/community/sap
- 2) Under the Senior Adult Program Menu, click on **Day Trips Information** on the left side of the webpage, and then scroll to **Online Forms**.
- 3) Select **Transportation Bus Reservations**.
- 4) Complete the **Transportation Bus Reservation Form**, click review, then click **SUBMIT** to complete your request(s).
- 5) You will receive immediate confirmation that your reservation has been submitted. You can expect confirmation of the dates requested within 7 - 10 business days after submitting the online form. Always use the confirmation number from the final email when contacting the transportation department.

- 6) Trip coordinators may reserve buses anytime throughout the reservation period, please note, bus dates are on a first come first served basis.

Each month, trip coordinators will be e-mailed a list from **Fun4Seniors** of remaining available dates to reserve extra buses for the reservation period. Reservations for your travel group to have extra dates during the reservation cycle can be made by following the instructions above and submitting online.

Contact the Senior Adult Program-Transportation Office at 713-274-4050 with any questions.

You can expect confirmation that your request(s) have been received within 7-10 business days after submitting the online form.

RESERVATIONS FOR MAY 2019 - OCTOBER 2019

Trip coordinators may reserve trips for May 2019 through October 2019 by following these steps:

BEGINNING MARCH 1, 2019

- 1) Go to www.hcp4.net/community/sap
- 2) Under the Senior Adult Program Menu, click on **Day Trips Information** on the left side of the webpage, and then scroll to **Online Forms**.
- 3) Select **Transportation Bus Reservations**.
- 4) Complete the **Transportation Bus Reservation Form**, click review, then click **SUBMIT** to complete your request(s).
- 5) You will receive immediate confirmation that your reservation has been submitted. You can expect confirmation of the dates requested within 7 - 10 business days after submitting the online form. Always use the confirmation number from the final email when contacting the transportation department.

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Contact the Senior Adult Program-Transportation Office at 713-274-4050 with any questions.

You can expect confirmation that your request(s) have been received within 7-10 business days after submitting the online form.

TRIP ITINERARY FORM

Trip coordinators are required to submit a **Trip Itinerary Form (TIF)** 30 days prior to departure. The TIF is available online at:

- www.hcp4.net/community/sap/tripitinerary
- Multi-Care Facilities: www.hcp4.net/community/sap/tripitinerarymcf

Please note the following when completing the TIF:

- Departure times cannot be earlier than 8 a.m.
- Trips are limited to 10 hours per day from the time of pick-up to return.
- Multi-care facilities are limited to 6 hours per day and 2 stops per trip.
- No trips are scheduled on Mondays.
- No overnight or out-of-state trips are permitted.
- Travel to race tracks, bingo, or gambling establishments are not permitted.
- The pick-up and return point must be the same location and within Harris County Precinct 4's geographical boundaries.
- Participants must stay together during trip. Individual passengers are not allowed to stay on the bus, if they do not wish to participate with the group, it is the responsibility of the coordinator to find a safe space for the individual to wait on the group's return.

- Transportation is provided as a round-trip service and all passengers must travel with the group for the duration of the trip.
- If there are itinerary changes after the TIF has been submitted, notify the Senior Adult Program-Transportation Office as soon as possible.

Once the TIF is complete, the trip coordinator can submit the form by any of the following:

- Online – (Input information, click **Review**, go over information, if approved then click **SUBMIT** located at the bottom of the TIF).
- By mail to the Senior Adult Program-Transportation Office at P.O. Box 1433, Tomball, Texas 77377
- By fax to 713-437-8517
- By e-mail to showell@hcp4.net, pbeucler@hcp4.net, lguichard@hcp4.net, and cpryor@hcp4.net

Failure to submit a TIF 30 days prior to the departure date may result in the trip being canceled.

CONFIRMATION LETTER

After the Transportation Office receives the **Trip Itinerary Form (TIF)**, a confirmation letter will be e-mailed to the trip coordinator. Upon receipt of the confirmation letter, the trip coordinator should review all information included. **Notify the Senior Adult Program-Transportation Office immediately at 713-274-4050 if any of the trip information listed on the confirmation is not correct.**

CONFIRM THE PASSENGER COUNT

Three to five days prior to departure, the trip coordinator must confirm the maximum number of passengers traveling by calling the Senior Adult Program-Transportation Office at 713-274-4050.

- Failure to confirm the passenger count may result in the trip being canceled.
- Do not exceed the number of passengers after confirming the passenger count.
- If the passenger count decreases after the passenger count has been confirmed, call the Senior Adult Program-Transportation Office. If a smaller bus is not available to accommodate the group, the trip may be canceled.
- Verify the assigned trip coordinator for the trip. Notify the Senior Adult Program-Transportation Office of any changes prior to departure.

BUS CAPACITY

All buses transporting Precinct 4 travel groups must meet the following minimum number of passengers:

Bus Size	14 Passenger	26 Passenger	39 Passenger
Minimum Number of Passengers required	10	13	20

TRIP CANCELLATIONS

If a trip must be canceled, call the Senior Adult Program-Transportation Office immediately at 713-274-4050. For emergencies, before/after business hours or on weekends, contact any of the following:

1. Charles “Trey” Pryor, 832-405-8724
2. Sandra Howell, 832-712-0346
3. Pam Beucler, 832-712-0347

PASSENGERS WITH SPECIAL NEEDS

Trip coordinators are responsible for ensuring that passengers traveling in wheelchairs, with walkers, or with any other special needs are accompanied by a volunteer or caretaker throughout the duration of the trip. Precinct 4 bus drivers are unable to provide individual assistance to passengers.

The facility or group must provide a 1:1 ratio for all seniors with a wheelchair, walker or cane.

- Verify wheelchair capacity for available seating. A 39-passenger bus can accommodate **three passengers traveling in wheelchairs and six passengers who can transfer into a bus seat**. A 26-passenger bus can accommodate **one passenger traveling in a wheelchair and two passengers who can transfer into a bus seat**.
- Verify storage capacity on the bus if a passenger is traveling with a walker.
- Passengers traveling with oxygen tanks must place the tank and extra tank in a carry-on bag. The bag must remain with the passenger at all times.

- Passengers unable to climb on or off the bus without assistance must use the lift.
- Transport wheelchairs are not permitted on the bus lift, nor secured for transport
- Not all motorized wheelchairs can be safely transported on Precinct 4 buses.
- Precinct 4 bus drivers reserve the right to refuse any wheelchair that cannot be safely secured for transport, has inoperable brakes or is dirty.
- All passengers must stay seated with seat belts fastened while the bus is in motion.
- **Address hygiene needs of residents prior to and during the trip.**
- **Provide incontinence protection on bus seats prior to loading bus and change when needed.**
- Ensure brakes are operable on every wheelchair.
- Ensure wheelchairs are clean prior to trip.
- Provide assistance to passengers and at the bus entrance.
- Provide assistance to bus drivers to store wheelchairs and walkers in storage compartment on bus.
- Provide staff to help receive passengers off the lift when boarding the bus and unloading the bus.

Call the Senior Adult Program-Transportation Office several days prior to departure if there are any questions or concerns about transporting a passenger or wheelchair. A site visit can be arranged to determine how the wheelchair and passenger can be safely transported.

OTHER RESPONSIBILITIES FOR TRIP COORDINATORS

- Designate at least one alternate trip coordinator for the group in the event that you are unable to accompany your group on a trip.
- Notify the Senior Adult Program-Transportation Office of any changes as soon as possible.
- Ensure that all contact information on file remains current.
- Research trip ideas and coordinate trips for the group.
- Ensure all trip destinations are accessible by bus.
- To ensure the safety of all, passengers must exit the bus at all planned stops.
- Arrange for admission tickets, parking fees, and meals for the bus driver.
- Be advised that **Precinct 4 bus drivers are not allowed to accept tips, cash, or gifts of any kind.**
- Inform all passengers that buses are not self-contained and rest stops can be made at any time upon request.
- Advise all passengers that eating, drinking (other than water), chewing gum, and tobacco products are not permitted on the buses.
- The use of alcohol is discouraged while on a day trip and excessive alcohol consumption will not be tolerated.
- Fire blankets are for emergency use only. Passengers should bring a sweater to wear while inside the bus.
- Bus microphones are for the driver only. Step on guides must furnish a portable public address system.
- Passengers need to bring a bottle of water.

Notice to Licensed Gun Holders

Weapons may not be left on transportation vehicles provided by Precinct 4. Take into consideration the destination on your travel itinerary whereby weapons may be prohibited. It is the sole responsibility of the licensed gun holder to be informed.