

FALL 2005

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As of October, 2005 there are 29 companies contracted to provide transportation.

166 vehicles in the program

266 drivers eligible for TripLink service.

Total rides by month:

January	12,593
February	11,624
March	13,424
April	12,972
May	13,394
June	13,380
July	12,008
August	13,936
September	13,312
October	13,192

COMPLIMENTS AND COMPLAINTS

Most everyone associated in any way with TripLink knows that we keep track of compliments and complaints, but few know what that means.

Clients, care facilities, transportation providers, drivers, case managers and TripLink staff can file a compliment or complaint related to our operations.

Compliments are always appreciated. TripLink receives approximately 2 compliments per week regarding drivers and services. These are forwarded on to the transportation company to be shared with the driver. Since January, 2005, TripLink has received 79 compliments regarding its drivers or services.

Complaints are broken down into 10 categories - *accidents, incidents, late, policy, service, vehicle, throw backs, safety, invalid, and information.*

- **ACCIDENTS**- when a vehicle is involved in an accident, or a client is injured during transport.
- **INCIDENTS**- could be inappropriate behavior, client condition, driver error, inappropriate living conditions, and more.
- **LATE**- Client is picked up or dropped off late. Many times this

can be a TripLink error in scheduling too tightly.

- **POLICY**- this involves disagreement with TripLink policies, such as contractual requirements with transportation companies, or client no-show policies.
- **SERVICE**- covers a wide range of complaints, such as drivers not waiting for a client who is not ready, TripLink not being able to schedule same day transportation, and more.
- **VEHICLE**- a complaint that is specific to the vehicle, such as cleanliness, odors, lack of heat or a/c, and more.
- **THROW BACK**- a complaint filed by TripLink against companies that return rides the same day they are scheduled to do the trip.
- **SAFETY**- a safety related complaint that can apply to a vehicle, a driver, a care facility, or a client.
- **INVALID**- after investigation, the complaint is found to be unfounded
- **INFORMATION**- this category is used to record general information that doesn't fit the other categories. (cont. page 3)

TRANSPORTATION A LA MODE: STRETCHER CARS

TripLink's most fragile clients travel by stretcher. Between Nov. 2004 and Nov. 2005, TripLink assigned 1873 trips to stretcher cars. That is an average of 7 stretcher trips per day. The average cost for stretcher transport during this period was \$96.73 per trip, making it the second most expensive mode of transportation offered by TripLink.

Stretcher transportation most often is offered to clients who need to remain in a lying position but do not require any life support. Also clients who have severe mobility disabilities that render them unable to sit in an upright position for a prolonged period of time may need to be transported by stretcher.

Contractually, there are no guidelines for companies providing stretcher car services. Because of this, some companies use wheelchair lifts to lift and load gurneys into vans, then secure the stretcher into the vehicle using wheelchair

securement straps.

TripLink is proposing new minimum stretcher car standards through our contract with providers. These minimum standards would require an attendant on all stretcher transports. In addition, the gurney would need to have a minimum load capacity of 500 lbs., brakes on at least one wheel, folding legs, and a safety bar and hook to prevent accidental drop when unloading.

The vehicle would need to have an antler bracket and rear rail clamp mounted to the floor that the stretcher gurney could fasten directly to for securement during transport. Wheelchair lifts would not be used to load or unload stretcher clients. Also, training would be required for all personnel involved in transporting stretchers.

For more information on stretcher transportation, contact Dave Kussman at 503-588-2424.

TripLink offers four different modes of transportation to eligible clients:

- Ambulatory
- Wheelchair
- Stretcher
- Secured

Over the next several issues, TripLink Connections will focus on a mode of transportation. Last issue was wheelchairs. This issue we explain stretcher transportation.



COMPLIMENTS AND COMPLAINTS (CONT.)

When TripLink receives a complaint, it is recorded into our system. That complaint is then forwarded to the responsible party for a response. We require a response to the complaint within 5 days. The response is then entered into the system. Sometimes a complaint requires further investigation and action. This can include contacting the client, driver, case manager, family member, witnesses, care facility, and/or insurance company if necessary.

Since January 1, 2005, TripLink has completed 136,518 trips, with a total of 438 complaints recorded. That translates to 1 complaint filed for every 312 trips completed.

Complaint data is shared with contracted transportation providers and stakeholders several times each year. This data is intended to help companies improve performance by focusing on direct feedback from those using or working with TripLink.

Since January 1, 2005, TripLink has provided 136,518 trips and received 438 complaints, broken down by category as follows:

- 14 - ACCIDENTS
- 27 - INCIDENTS
- 94 - LATE
- 16 - POLICY
- 123 - SERVICE
- 6 - VEHICLE
- 97 - THROW BACK
- 19 - SAFETY
- 9 - INVALID
- 33 - INFORMATION

WINTER WEATHER IS HERE



Winter weather is here and drivers need to make sure their vehicles are equipped for bad weather. All vehicles should have traction tires or traction devices. Heaters should be in good working order. Make sure your flashlight has fresh batteries. Some drivers carry an umbrella to shield themselves and their passengers from heavy downpour. Make sure your windshield wipers are working properly. Replace them if necessary. Check your windshield washer fluid level to make sure it's topped off. Look at your battery terminals and clean them if needed. Do you have jumper cables? How is the antifreeze level in your radiator? Is there an ice-scraper in the vehicle? Now is the time to prepare for winter driving. Be prepared.

UPCOMING TRAINING

DEFENSIVE DRIVING

This class is the National Safety Council's Defensive Driving 8/6 course. The course is recognized nationally for driver safety training, insurance reduction, and ticket elimination. The class focuses on how to be safe on the road, driver habits, attitudes and behaviors. Class is offered to all TripLink providers at no cost. Certificate is good for 2 years. Training locations to be announced.

SATURDAY, December 3, 2005	8:00 AM to 3:00 PM
TUESDAY, January 10, 2006	8:00 AM to 3:00 PM
WEDNESDAY, January 25, 2006	8:00 AM to 3:00 PM
TUESDAY, January 31, 2006	8:00 AM to 3:00 PM

PASSENGER ASSISTANCE SERVICE AND SAFETY CERTIFICATION

We are offering CTA **PASSENGER SERVICE AND SAFETY (PASS) CERTIFICATION** training in January 2006. The objective of the training is to become familiar and proficient with customer assistance, sensitivity and evacuation techniques. This training program consists of: Coaching, Exercises, and Hands-On Applications. It is recognized nationally as a key training program for the Paratransit industry.

This **two day class** is offered on the following dates:

FRIDAY, January 13, 2006	8:00 AM to 5:00 PM
SATURDAY, January 14, 2006	8:00 AM to 5:00 PM

These trainings will be held at a location to be announced.

PASS is being offered to all TripLink Contractors and drivers at no cost. The certification training is intended to raise the skill level of all drivers in service with TripLink. Certificate is good for 3 years.

Remember, contractually, *"Contractors will inform drivers of their job duties and responsibilities and provide adequate, documented training for all equipment related to their vehicles. This will include, but not be limited to: Completion of Passenger Assistance and Sensitivity Training, within six months of date of hire."*

CLASS SIZE IS LIMITED

MAKE YOUR RESERVATION NOW BY CALLING MISSY BRADLEY AT

503-588-2424