

LYNX MOBILITY SERVICES

973-3695

CUSTOMER REIMBURSEMENT FOR TRANSPORTATION

You are required to make the reimbursement form available to whoever is requesting payment. This is the only acceptable way for customers, family members or friends to receive reimbursement. All other forms will be returned. We have enclosed some forms for your use. You may download more forms at our website: www.penquis.org. You can also photocopy blank forms or request more by phone and they will be mailed to you. You may mail them back or drop them off in the drop-off slot next to the front door of the Penquis building in Bangor or you can email them to transportationfiscal@penquis.org.

RIDERS USING LYNX VOLUNTEERS OR AGENCY VEHICLES

1. We require two full business days' notice to reserve a ride. Example: an appointment for Monday must be called in by 4:30 p.m. on the previous Wednesday. The office and telephones are closed on major holidays. Plan ahead when setting up or cancelling rides.

2. We cannot transport anyone that was not approved at the time the trip was scheduled.

3. TO CANCEL A RIDE BETWEEN 4:30 AT NIGHT AND 8:00 IN THE MORNING, CALL THE CANCELLATION LINE: 973-3693.

Please provide as much notice as possible because schedules are tight. We are trying to serve as many people as we can. Please be ready early and watch for your driver. We ask for your understanding if drivers are not always able to return to you at an exact time. The unexpected can happen and drivers can get behind schedule. Please be patient – our drivers will return for you.

Please remember to thank your driver.

4. Occasionally we may send a taxi to pick you up. If you are expecting a ride and a taxi arrives near your appointment time, please ask them if the ride is for you. You will need to sign a voucher. Taxis are only used with the Lynx's approval. We will not pay for taxis that we have not approved.

5. Do not leave children in the vehicle while you are at an appointment. Drivers provide transportation and should not take responsibility for supervising children.

6. Unallowable behaviors in agency and volunteer vehicles include:

- Cursing or swearing at other passengers, passersby or the driver
- Yelling at other passengers, the driver or passersby
- Pushing, shoving or hitting of other passengers or the driver
- Failure to remain seat belted while vehicle is in motion
- Eating or drinking while in the vehicle
- Obscene gestures made to other passengers, drivers or pedestrians
- Spitting or excretion of any bodily fluids

A verbal warning will be given the first time the above actions occur. The second time may stop all rides in agency or volunteer vehicles. If you have MaineCare and your rides have stopped we will only offer friend and family reimbursement.

INCLEMENT WEATHER POLICY

On stormy days, watch Channel 2 and Channel 5 for “no Penquis Transportation” or “no Lynx Transportation” announcements.