



Family Life Church **VAN PROCEDURES & POLICIES**

Family Life Transportation Ministry

The Transportation Ministry's purpose is to provide transportation for Members and non-Members that would like to attend services held at Family Life Church Shreveport. The safety of our passengers at Family Life Church is very important. With this in mind, Family Life has instituted the following policies and procedures for van ministry travel.

Worship Experience:
Sunday 10:00 a.m. & Wednesday 6:30 p.m.

Text "flcride" to 71441
or Call 318-687-5400

PASSENGER POLICES & PROCEDURES

Advance Notice

Passengers should **text "flcride" to 71441** or call 318-687-5400 for the Transportation Secretary between 10:00a.m. - 7:00p.m. no later than **the Sunday they wish to attend & Tuesday before the Wednesday they wish to attend** to confirm transportation is needed.

Passengers must schedule at least 12-24 hours in advance of the scheduled worship service or event to arrange for pick up. Van Drivers may have limited ability to accommodate short-notice requests as van may fill up quickly. Please provide as much advance notice as possible.

New passengers should complete the Transportation Request Form at wodflc.com. A hard copy is available on the van.

Second Time or More Passengers

A. Passenger should text **"flcpickup" to 54244** or call 318-687-5400.

B. Transportation secretary will text or call passenger to confirm pick up time.

Van On-time Policy

It is the goal of Family Life Church Van Ministry to pick up all riders within 60 minutes before or 15 minutes after the scheduled pick up time. It is the responsibility of the rider to be ready for the vehicle when it arrives. Lead times may vary. We are currently having to, sometimes, make multiple routes to make sure everyone is picked up and dropped off to attend services/events. At this time we only have one (1) van that provides transportation, with that being stated, your child may be picked up or arrive home later than expected from certain services. If this does occur, we will notify you of this.

Van Wait Policy

When the Family Life Church Van Ministry driver arrives to pick up, the van or volunteer driver will wait a maximum of 5 minutes for the rider. If you are going to be late or need to change your trip time, please call Family Life Church Transportation Secretary at least two hours in advance so the driver can be notified.

Van Restraints, Boarding & Drop Off

For children under 6 years of age, parents/guardians are responsible for child restraint seats. Due to time constraints and the scheduled pick-up of other passengers, passengers must be prepared to board the van immediately upon its arrival.

For return trips home, van is boarded at the same location from which passengers were discharged. The departure time shall be no later than 15 minutes after each service. The van driver will not be able to drop off at a different location from pickup or another location for personal needs.

Cancellation Policy

Any rider who needs to cancel their scheduled trip must notify Family Life Church Transportation Secretary at least two hours before the pick-up time. Failure to cancel

your trip could result in the rider forfeiting their next van trip. Riders failing to cancel their trip within two hours more than three times will have ridership privileges suspended.

Audio/Video Devices

Electronic devices may be used on the van only if the sound is transmitted to the user by ear plugs or headphones and the content is not offensive to other passengers. However, if these devices are brought on the van, and in the event are lost, stolen or broken, Family Life Church or its assignees will not be responsible for repair or replacement of the devices.

Food Consumption & Smoking

Eating, drinking (coffee) and smoking are not permitted by passengers on Family Life Transportation vehicles. Please do not bring open food or beverage containers on board. Food and/or drink items for a specific church service and/or event is asked to be given to the driver or the monitor before passengers enter the van.

Passenger Conduct

Passengers are expected to adhere to commonly accepted rules of conduct. Please be courteous to your driver and other passengers. A driver may refuse to transport a passenger who appears to be under the influence of alcohol, illegal or dangerous substances, or whose behavior and/or language is abusive, offensive, disorderly or dangerous to themselves, the driver, or other passengers. Family Life Church reserves the right to suspend or deny service as appropriate. Family Life Church Van Ministry may suspend a rider for incidents of disruptive behavior, repeated violations and/or breaking of Family Life Church Van Ministry policies and procedures or breaking the law.

Seat Belts & Restraints

Louisiana law requires that all passengers use seat belts or appropriate child safety restraints while the vehicle is in motion. Passengers must remain seated until the vehicle comes to a complete stop. Passengers with a medical seat belt exemption must provide a medical exemption certification when boarding. No children requiring child safety seats according to Louisiana Governor's Office of Highway Safety will be allowed as a passenger. Children must be over 49" tall.

Proper Attire

Shirts and shoes must be worn on Family Life Church transportation vehicles.

Hazardous Materials

Guns, knives, dangerous liquids, and hand carried parcels that could cause injury to other passengers are banned by law.

Adverse Weather

Family Life Church may reduce or cancel services during severe weather. You will be contacted by the van ministry secretary for updates as to transportation service reductions or cancellations.

Passenger Assistance

Family Life van drivers are trained in passenger assistance techniques and may provide passenger assistance in boarding and disembarking from the vehicle. Passenger

assistance may include guiding the passenger to the vehicle, lending a steady arm for balance in boarding the vehicle, or finding a seat.

Family Life Church drivers will not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant to accompany and assist them. Family Life Church does not provide Personal Care Attendants. The driver may refuse service if the passenger cannot safely travel to and from the vehicle without the driver lifting or carrying them.

Family Life Church Van Ministry drivers will not enter passengers' homes. For the safety and protection of both drivers and passengers, it is against our policy to provide this type of assistance.

Non-discrimination

Family Life Church does not discriminate regardless of race, color, national origin, gender, age, disability, sexual orientation, or other protected status.

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