

Effective Date:
Revised Date:
Review Date:

North Sound Mental Health Administration
Section 3000 – Consumer Affairs: Consumer Transportation Requests

Authorizing Source:
Cancels:
See Also:
Responsible Staff: Fiscal Officer

Approved by: Board of Directors
Motion #: 98-072

Date: 11-19-98

POLICY #3040.00

SUBJECT: TRANSPORTATION REQUESTS

POLICY

This shall set forth guidelines for the making arrangements for travel requests made by consumers, family members, and advocates.

USE

This policy is designed to facilitate travel by consumers, family members and advocates as needed to participate in **NSMHA related business only**. Staff will respect the needs of the individual and will arrange for the simplest means of transportation possible. In no event, will there be more than three legs to each one way journey.

RESPONSIBILITY

Overall supervision for this policy and procedure rests with the OCA Manager. However, responsibility for actually arranging travel will fall on Secretary/Receptionist. Should a situation arises in which there is a problem due to a particular consumer, the OCA Manager will be consulted in making arrangements.

PROCEDURE:

Transportation

1. Secretary/Receptionist will complete the top portion of the form as requests are made either over the phone or in person. See attached form.
2. Forms will also be taken to all NSMHA meetings in which consumer participation is expected and consumers will be advised to complete only the top portion of the form.
3. Secretary/Receptionist will log in the request and assign a number based on the following:
 - a. The first 2 (two) numbers will represent the year (i.e. 99).
 - b. The second 2 (two) numbers will represent the month (i.e. 09).
 - c. The third 2 (two) numbers will represent the order in which are made in that particular month (i.e. first – 01, second – 02, etc.).
 - d. The resulting number will be: 990901, 990902, etc.
4. Secretary/Receptionist will make necessary arrangements using established transportation providers. These include taxi companies, Airporter Shuttle service, airlines and the ferry system.

Taxicab companies:

1. Call taxi company and state that you are making arrangements for travel to be charged to the NSMHA.

2. Give the your name, name and address of the person traveling, the date and time for pick up, and the destination for all legs of the trip.
3. Be sure to make return arrangements if needed.
4. Record the necessary information in the appropriate space on the lower portion of the form.
5. Taxi companies include:

Name	Phone	Contact	Acct. #
Yellow Cab	(360) 734-8294	Deb Logan	RSN
Checker Cab	(425) 259-2000	Diana	7332

Yellow Cab services Whatcom and Skagit Counties.
 Checker Cab services Snohomish County.

Airporter Shuttle:

Before calling, check the schedule and determine what times and locations will meet the needs of the traveler. Be sure to take into consideration the time of the meeting and travel time to and from the pick up and drop off points.

1. Call the Airporter Shuttle at 1-800-235-5247.
2. Let them know you are making arrangements for travel which will be billed to the NSMHA.
3. Give them the your name, the name of the person traveling, the date, time and location for pick up and the final destination.
4. Be sure to make return arrangements if needed.
5. Tell them that we have an account and give them a Purchase Order number. We are using a revolving number which is 99-RB001.
6. They will give you a confirmation number once the reservation is made. Record this number in the appropriate space on the form.

Air Travel:

Call airline and state that you are making arrangements for travel to be charged to the NSMHA. Airline companies include:

Name	Phone	Contact	Acct. #
Skagit Eagle Air	757-1036	None	None
West Isle Air	800-874-4434	None	NSREG

1. Give the your name, name of the person traveling, the date and time of the meeting, and the destination for all legs of the trip.
2. Be sure to make return arrangements if needed.
3. The agent will give you information regarding the take-off and arrival time.
4. Record the necessary information in the appropriate space on the lower portion of the form.

Ferry System: (Rae is gathering information)

Once arrangements are complete, record in logbook and mail a copy of the itinerary to the client.

ATTACHMENTS

None