



TRANSPORTATION DEPARTMENT

RESIDENT SERVICES

May 8, 2023

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Section 1: Transportation Services Overview

Kendal~Crosslands Communities (KCC) provides handicapped equipped buses and standard minivans along with drivers to provide transportation services both within our communities and outside our communities within a defined geographic area based on zip codes and explained herein.

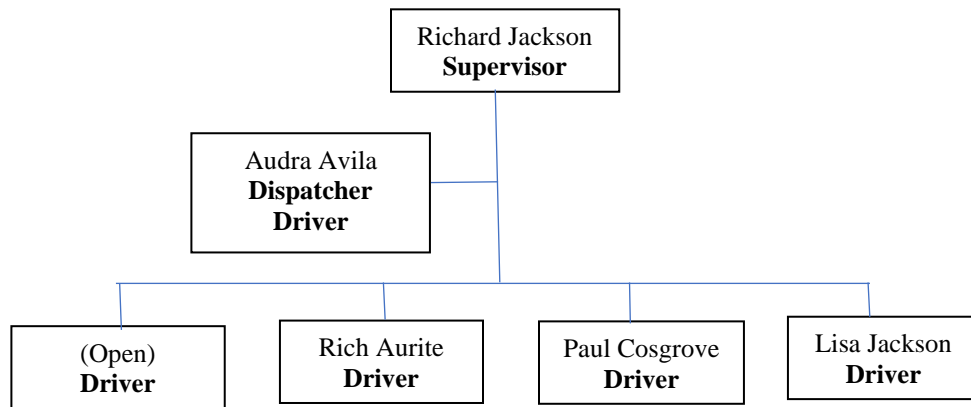
The Transportation Department is primarily providing multiple passenger transportation. However, we can accommodate individual requests for transportation services.

The Transportation Department works in conjunction with Health Services when medical referrals and/or assistance is needed for residents that are reliant on mobility devices such as wheelchairs.

Transportation services requests are dispatched on a priority basis.

Department Organization:

The Transportation Department is part of the Facilities Department.



Contact Information

Supervisor (610) 388 - 5605

Dispatcher (610) 388 - 5602

Hours of Operation

8:00 A.M. to 4:30 P.M., Monday through Friday. There are no scheduled services on KCC recognized holidays.

Service Area

Primary Travel Areas

- Kendal at Longwood
- Crosslands
- Kennett Square, PA
- Oxford, PA
- Philadelphia, PA
- New Castle County, DE

Travel Areas by Zip Code

Chester County	Delaware County	Delaware	Philadelphia
17527*	19029	19703	All
19087	19032	19707	
19310	19035	19710	
19311	19043	19711	
19312	19063	19716	
19320	19064	19717	
19345	19070	19732	
19348	19074	19735	
19352	19078	19736	
19355	19079	19801	
19363	19081	19802	
19365	19085	19803	
19374	19086	19805	
19382	19342	19806	
19383	19373	19807	
19390	19319	19809	
	19317	19810	
	19073		

* Small geographic area between routes 10 and 340 only.

Fares by Location

Fares are 1 resident per trip.

Individual trip locations not listed are charged at \$25.00 per hour.

Location & Fares Table

Location	One Way Fare	Round Trip Fare
Longwood Area	\$3.00	\$6.00
Kennett Square	\$5.00	\$10.00
Chadds Ford	\$5.00	\$10.00
West Chester	\$6.00	\$12.00
Christiana, DE	\$12.00	\$24.00
Talleyville, DE	\$10.00	\$20.00
Crozer Chester	\$15.00	\$30.00
Philadelphia	\$25.00	\$50.00
Philadelphia Airport (Drop Off Only)	\$25.00	
Media	\$10.00	\$20.00
Riddle	\$10.00	\$20.00
Paoli	\$12.00	\$24.00
West Grove	\$5.00	\$10.00
Oxford	\$10.00	\$20.00
Philadelphia Hospitals		\$25.00/hour
Lankenau Hospital		\$25.00/hour
Paoli Hospital		\$25.00/hour
Group Trips (per bus)		\$25.00/hour

Section 2: Medical Transportation

Emergency Medical Transportation

The Transportation department does not provide emergency medical or medically urgent transportation services. An ambulance/911 is always called to ensure resident safety.

Routine – Non-Emergent – Off Site/Outside the Community

KCC Resident Care will schedule off campus medical appointment trips with the Transportation department. Transportation to medical appointments, scheduled by Resident Care, that are within our service area, will be covered at no cost to the resident. If a resident is residing in the Health Center, a member of the Health Services team will arrange for medical transportation.

If a resident chooses to request transportation to a medical appointment it should be made at least 3 business days in advance to ensure that drivers and Health Services staff are available to assist you with your transportation needs. Health Services staff, such as a C.N.A., may be required if you have limited mobility or other medical assistance needs.

Failure to request your trip in advance may result in staff unavailability and denial of your request for your trip.

Discharge from a Hospital

After an emergency trip to the local hospital, if the resident is not admitted and can safely return home, KCC Resident Care staff or the Health Center Nurse Supervisor will contact Transportation and request the pick-up of the resident for transport home to KCC. If a co-occupant of a resident was admitted to the hospital he/she can request transportation back to KCC as well.

During operating hours, a vehicle will be sent for a resident.

After 4:30 PM on weekdays and around the clock on weekends and holidays, a KCC Transportation driver will be contacted by KCC staff to pick-up our resident. After hours transportation may take 3 or more hours to complete.

Section 3: Shopping and Other Trips

No Fee Services

Transportation between Kendal at Longwood and Crosslands Center's is available on an as needed basis during our operating hours. Please call the Dispatcher 30 minutes in advance of your trip to make the arrangements.

No Fee Scheduled Services

- Local shopping centers and markets.
- Winterthur Museum, Winterthur Garden and Winterthur Library
- Brandywine River Art Museum
- "OLLI", Lifelong Learning at the University of Delaware

Schedules and shopping destinations are established by the KCC Transportation Department with input from the KCC Transportation Committee.

The Ambassador desk at each community has current schedules and sign-up sheets for the recurring local shopping centers and market trips. The Transportation Dispatcher will collect's the sheets at the end of each weekday day.

Individual Trips

Residents may request private single passenger trips to locations within our service area. These trips are subject to driver and vehicle availability. Trips may be scheduled in advance for excursions outside of normal business hours (evenings and weekends), with the exception of, KCC recognized holidays.

Please request single passenger trips through the transportation dispatcher during normal business hours at 610-388-5602 at least 7 days in advance.

Individual requests that have been aggregated with other requests resulting in multiple riders will be considered as multi-passenger trips.

Single passenger trips, with only one rider, may be subject to cancellation should a higher priority request be made.

Individual trips incur a fee based on the "Locations and Fares Table".

Section 4: Group Trips

Contact the Transportation Dispatcher: (610) 388 5602

Residents may request private group trips to locations within our service area. These trips are subject to driver and vehicle availability. These trips must be scheduled in advance with as much notice as possible to allow Transportation to reserve the right sized vehicle. Transportation does accept requests with 7 days advanced notice but reserves the right to decline the request.

Requests for Group trips are made by contacting the Transportation Dispatcher during operating hours at (610) 388-5602.

If a scheduled group trip is cancelled by KCC then KCC will arrange for and pay for alternative transportation.

Cancellations due to weather or other circumstances beyond the control of KCC are not included for alternative transportation options.

Group Trip Fees

From the "Location & Fares Table"

Group Trips	\$25.00/hour
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Section 5: Crosslands Community Only

The Transportation department provides bus service to and from the Crosslands community centers for meals as noted in the "Meal Bus Schedule". Residents can call for the bus by entering the bus stop and pushing the call button or light switch on the wall. This will send the message to the driver to pick you up. The bus will drop you off at the main entrance to the Community Center.

The bus will return to the Community Center at the end of mealtimes as designated in the Meal Bus Schedule below.

Please note that for dinner and on weekends and holidays the Campus Responder assigned to Crosslands will be the driver as the transportation department is off duty.

Meal Bus Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast							
Start	7:55 AM	7:55 AM	7:55 AM	7:55 AM	7:55 AM		
Return	9:20 AM	9:20 AM	9:20 AM	9:20 AM	9:20 AM		
Lunch							
Start	11:55 AM	11:55 AM	11:55 AM	11:55 AM	11:55 AM		
Return	1:20 PM	1:20 PM	1:20 PM	1:20 PM	1:20 PM		
Dinner							
Start (Takeout)	4:45 PM	4:45 PM	4:45 PM	4:45 PM	4:45 PM	4:45 PM	
Start	5:20 PM	5:20 PM	5:20 PM	5:20 PM	5:20 PM	5:20 PM	
Return 1	6:30 PM	6:30 PM	6:30 PM	6:30 PM	6:30 PM	6:30 PM	
Return 2	7:30 PM	7:30 PM	7:30 PM	7:30 PM	7:30 PM	7:30 PM	
Brunch							
Start							11:40 AM
Return							On Going