

CITY OF PLAINVIEW HANDIVAN MISSION STATEMENT

CITY OF PLAINVIEW HANDIVAN

City of Plainview Handivan is a transportation provider for the City of Plainview and people living in the Plainview School District. This service has a set of policies and procedures that passengers are required to follow. It is to the benefit of all passengers that all policies and procedures outlined in this handbook are followed.

All policies will be enforced in a consistent and fair manner. If passengers perceive they have been treated unfairly, they have the option of filing an appeals complaint to City of Plainview Handivan Board and Nebraska Department of Transportation.

NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE

The City of Plainview Handivan complies with the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation act of 1973, Title VI of the Civil Rights Act of 1964 and other federal equal opportunity challenges, economic status, and ethnic backgrounds. City of Plainview Handivan shall ensure that no person shall be excluded

from the participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by City of Plainview Handivan solely based on his/her race, color, religion, sex, national origin, age, disability, or any

Title VI complaints of allege discrimination and inquiries regarding the nondiscrimination policies of City of Plainview Handivan may be directed to The City of Plainview Clerk. Complaint forms are available at the City of Plainview Offices.

DESCRIPTION OF SERVICE

The City of Plainview Handivan provides the following public transportation services to residents of the City of Plainview and outlying regions. How far out of the City of Plainview we pickup will be left to the discretion of the Handivan drivers.

SERVICE AREA

The City of Plainview Handivan provides public transportation services in the following areas:

City of Plainview and outlying country regions, Discretion of the Handivan drivers on how far from Plainview they will pick up.

DAYS AND HOURS OF SERVICE

City of Plainview Handivan will run Monday through Friday with occasional Saturday and Sunday Service, from 9:00 AM to 5:00 PM.

Holiday Closings: New Year's Day, Memorial Day, Thanksgiving, Christmas, Labor Day, Fourth of July.

FEE

\$1.50

SERVICE TYPES

The Demand Responsive Transportation will be available for the public with in the Plainview City limits from Monday through Friday with occasional Saturday and Sunday Service. All transportation provided will be door to door for non emergency medical, social needs and event activities. There may also be trips to Norfolk for Doctors Appointments and etc.

SCHEDULING RIDES

Contact Plainview Handivan at 402-851-1525 to schedule your ride. The scheduler may require the following information:

Passenger Name
Date of Birth
Address
Phone Number
Destination Name and Address
Expected Arrival Time

CURB TO CURB SERVICE

City of Plainview Handivan provides "curb to curb" service only. The following policies further define this service.

PRIVATE HOMES:

Passengers must enter and depart the transit vehicle at the designated pickup and drop off points. Discretion will be left up to the driver if the person is unable on their own to get in and out of the van, whether service will be provided.

Drivers may enter the house to help carry in groceries and etc. if asked by the passenger.

Drivers may assist passengers to and from the vehicle.

Drivers are not permitted to lift passengers

Drivers are not permitted to maneuver a mobility device up or down stairs.

BUSINESS/MEDICAL FACILITIES/PUBLIC BUILDINGS:

Drivers may assist passengers into and from the inside door. Due to extreme temperatures in entryways, drivers may assist passengers through the second entry door when necessary. Drivers may assist passengers further into the building at their discretion.

When picking up passengers from a business or medical facility, drivers may go through the first door. Drivers will go past this point at their discretion.

It is the individual's personal care attendant's responsibility to ensure that passengers are waiting inside the door for their ride.

Drivers will not enter nursing homes, medical facilities, shopping centers or businesses to locate passengers. Passengers must be waiting at the designated pickup point at least 5 minutes before their scheduled pickup time or the no show policy will apply.

CANCELLATION POLICY AND NO SHOWS

Passengers are encouraged to cancel scheduled pick ups in a timely manner. Cancellations can be made by contacting the transit office at 4025824928 between 8 a.m. and 5 p.m., Monday thru Friday.

Cancellations should be made 24 hours in advance or as early as possible. Cancellations will be accepted up to one hour prior to scheduled pickup times without penalty. Any cancellation received later than one hour prior to the scheduled pickup will be a late cancellation and will be noted as such by the dispatcher in the passenger's record. Three or more late cancellations in 90 day period will be considered and the passenger will receive written notification of such via the U.S. Postal Service. Passengers having additional late cancellations during the next 90 day period will be assessed a \$5.00 late cancellation fee, payable at the next boarding call.

A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify the Plainview Handivan at least 2 hours prior to scheduled pick up time. Upon arrival at the scheduled pick up point, the transit driver will wait for the passenger for five minutes. After five minutes, the driver will continue on his/her route and the ride will be marked as a no show.

PASSENGER READINESS

Passengers should be prepared for transit vehicles to arrive 15 minutes before or after your scheduled pick up time. Schedule rides accordingly to arrive at your destination for appointments.

TRANSPORTING SERVICE ANIMALS AND ACCOMODATION OF OTHER ANIMALS

City of Plainview Handivan allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990. ADA's revised regulations define a service animal as a dog that is individually trained to work or perform tasks for an individual with a disability. Where reasonable, miniature horses are also allowed as service animals.

The task performed by the service animal must be directly related to the person's disability. Under the ADA, "comfort," "therapy" or "emotional support animals" do not meet the definition of a service animal.

For more information about the rules and regulations regarding service animals, go to ADA's website.

Animals other than service animals as described above are allowed to ride the transit vehicle only in a secured pet travel carrier.

PERSONAL ASSISTANTS/GUESTS

Personal care attendants are persons who are directly involved in the mobility assistance of the attendee and will be allowed to ride free of charge while accompanying their attendee. Generally, the following conditions would warrant a fare free attendant: immobility, disorientation, non-comprehension, and communication impairment. Any other person riding with a passenger will be considered a guest and will be required to pay full fare.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

Assisting the passenger from his/her door to the bus and back.

Opening doors

Pushing wheelchairs to and from the vehicle

Transfer assistance from mobility device to a seat

Carrying packages

Communicating with the driver (if passenger is unable)

PASSENGER SAFETY AND SECURITY

It is required that all passengers wear an approved safety device while riding on the van. Passengers utilizing mobility devices will be required to have their mobility device secured.

A passenger who cannot enter the vehicle using the stairs or ramp, but who does not use a wheelchair, will be allowed to enter the vehicle using the lift.

Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and /or safety of the passengers.

The driver may recommend that a passenger transfer from his or her mobility device into a vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

State laws apply toward child passenger. Car seats are not provided.

GENERAL PASSENGER RULES

The general rules listed below are not intended to be all inclusive but are considered a guideline for proper passenger behavior.

1. Riders shall wait until the transit vehicle has come to a complete stop before attempting to board or disembark. All riders shall stay seated until the vehicle stops
2. No roller skates, roller blades, ice skates, etc. are to be worn in the bus.
3. All passengers are to be clothed and wearing some form of protective footwear.
4. While waiting for the transit vehicle at the designated pick rip point, riders shall stay off the traveled roadway at all times. Riders shall not walk along the side, directly in front of or behind the van for any reason.
5. All passengers will remain seated while the vehicle is in motion and for the duration of their ride.

6. Riders shall be considerate of others at all times. Threats, hitting, tripping, shoving, kicking, spitting, foul language, horseplay, teasing or any other improper or disruptive behavior towards anyone or themselves will not be tolerated.
7. Devices such as radios or IPods can only be used with headphones.
8. Passengers carrying or using alcoholic beverages and/or illegal substances will not be permitted in the transit vehicle.
9. Riders shall keep hand(s), head or any other body part inside the van and within their seated area at all times.
10. Riders shall obey the driver willingly and report any problems to the van driver or dispatcher promptly.
11. Riders shall assist in keeping the transit vehicle clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.
12. Eating or drinking beverages in the vehicle is not permitted.
13. Use of tobacco products is strictly prohibited.
14. Lighting matches, lighters, or any other type of flammable material is not permitted on the vehicle.
15. Any items that the driver assumes may be explosive or any type of weapon is not permitted on the vehicle.

CHILD RIDER POLICY

The City of Plainview Handivan has established rules, roles and responsibilities in the transportation of children under the age of 16. Therefore, the following policies will be followed:

1. All children must follow the transit rules, regulations, and policies. Violations of these rules by either the child or parent may lead to service suspension.
2. No child under the age of 4 is permitted to ride alone on the Handivan.
3. All children under the age 8 must wear an approved safety restraint. Parent or guardians are responsible for providing an approved safety restraint. If the parent or guardian does not have an approved safety restraint device. The City of Plainview Handivan transit will make every effort to provide one. This provision will be made on a first come, first served basis.

PACKAGES AND PERSONAL ITEMS

Passengers shall limit their carry on packages to not more than the equivalent of five brown paper grocery sacks or ten plastic bags per person. An attendant may travel to with the loading/unloading of packages. Oversized packages will be refused for . No one package shall weigh more than 20 pounds.

An oxygen tank must be portable and secured in some fashion so it cannot fall or roll. Securement can be with a seat belt or tank holder on the wheelchair.

Drivers are not responsible for lost, stolen or damaged items.

SEVERE WEATHER POLICY

Passengers are responsible for snow removal so their driveways and sidewalks are accessible to transit vehicles.

If extreme weather conditions make travel unsafe, services will be discontinued until conditions are more favorable. Passengers with scheduled trips will be notified as soon as possible. In the event that transit service is closed due to a weather event, it will be made known by calling the City of Plainview Offices. The City of Plainview Facebook page will also be utilized to make such an announcement.

VIOLATIONS OF POLICY

Any violation of the policies, rules, and procedures outlined in this handbook will result in the following:

First Offense: A warning letter will be issued.

Second Offense: A second letter will be issued which will result in rides being discontinued for one week.

Third Offense: A third and final letter will be sent and rides will be discontinued indefinitely.

City of Plainview Handivan reserves the right to terminate services immediately.

COMPLAINT/GRIEVANCE PROCEDURES

As a recipient of State and Federal funds administered by the Nebraska Department of Transportation, City of Plainview Handivan hereby attests that it will abide by the eligibility and service priorities as stipulated by all applicable laws, rules and regulations. The process for submitting a Title VI complaint is outlined in the Nondiscrimination of this handbook. For all other complaints, contact the following for additional information and a copy of the complaint form: City of Plainview Offices

Upon receipt of the complaint, the City of Plainview representative will request written detail of the complaint or take an oral statement from the complainant. The complaint should include all details regarding the situation including date, time, driver, problem, etc. All complaints or statements should be signed or, if by telephone, the actual complainant should be the individual calling. Complaints received by telephone will be investigated and resolved prior to ending the call. A written response will not be required if complainant is satisfied with the resolution. Upon completion of the investigation, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than 10 days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the Nebraska Department of Roads, Transit Section, and a copy will be kept on file at Plainview.

