**CITY OF PLAINVIEW HANIDVAN MISSION STATEMENT**

**CITY OF PLAINVIEW HANDIVAN**

The City of Plainview HandiVan is a transportation provider for the City of Plainview and those residing 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.

**NOTICE OF NON DISCRIMINATION 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. The 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 the City of Plainview HandiVan solely based on their race, color, religion, sex, national origin, age or disability. Any Title VI complains of allege discrimination and inquiries regarding the nondiscrimination policies of the City of Plainview HandiVan may be directed to the City of Plainview Clerk. Complaint forms are available at the City of Plainview Offices and in the transit vehicle.

**DESCRIPTION OF SERVICE**

The City of Plainview HandiVan provides the following public transportation services to the residents of the City of Plainview and outlying regions. Distance traveled outside City of Plainview limits is at the discretion of the HandiVan driver.

**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 distance outside of City of Plainview limits that they will pick up passengers.

**DAYS AND HOURS OF SERVICE**

The City of Plainview HandiVan will run Monday through Friday with occasional weekend services, from 7:30 AM to 5:00 PM.

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

**FEE**

$1.50 per one way ride. Punch cards are available for $24 with 18 rides. Charges for trips outside of Plainview city limits will be based on the mileage driven.

**SERVICE TYPES**

The Demand Responsive Transportation will be available on a first come first serve basis, with all rides logged by the driver. All transportation provided will be door to door for non-emergency medical appointments, social needs and event activities. Trips to Norfolk or other towns at the discretion of the driver for non-emergency medical or other appointments will also be provided.

**SCHEDULING RIDES**

To schedule a ride, please call the City of Plainview HandiVan at 402-851-1525. All rides are on a first come, first serve basis. Those requesting a ride may be required to provide the following information:

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

**CURB TO CURB SERVICE:**

The 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, if the service will be provided.

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

**BUSINESSES/MEDICAL FACILITIES/PUBLIC BUILDINGS:**

Drivers may assist passengers into and from the inside door of the facility. Due to extreme temperatures in entryways, drivers may assist passengers through the second entry door when necessary. Drivers may assist passengers further into the facility as the driver’s 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 own discretion.

It is the individual’s personal care attendant’s responsibility to ensure that passengers are waiting inside the door for their scheduled 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 pick up time or the no show policy will apply.

**CANCELLATION POLICY AND NO SHOWS:**

Passengers are encouraged to cancel scheduled pickups in a timely manner. Cancellations can be made by contacting the driver at 402-851-1525.

Cancellations should be made 24 hours in advance or as early as possible. Cancellations will be accepted up to one (1) hour prior to the scheduled pickup times without penalty. Any cancellation received later than one (1) hour prior to the scheduled pick up will be a late cancellation and will be noted as such by the driver in the passenger’s record. Three (3) or more late cancellations in a 90 day period will be considered and the passenger will received written notification of such via the USPS. Passengers having additional late cancellations during the next 90 day period will be assessed a $5.00 late cancellation fee, payable at the next scheduled boarding for that passenger.

A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify the City of Plainview HandiVan at least two (2) hours prior to the scheduled pickup time. Upon arrival at the scheduled pickup point, the transit driver will wait for the passenger for five (5) minutes. After five (5) minutes, the driver will continue on their route and the ride will be marked as a no show.

**PASSENGER READINESS:**

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

**TRANSPORTING SERVICES ANIMALS AND ACCOMODATION OF OTHER ANIMALS:**

The 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, visit the ADA’s website. <https://www.ada.gov/topics/service-animals/>

**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 consider a guest and will be required to pay the 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 their door to the transit vehicle and back.

Opening doors

Pushing wheelchairs to and from the vehicle.

Transfer assistance from a mobility device to the transit vehicle seat

Carrying packages

Communicating with the transit driver (if the passenger is unable)

**PASSENGER SAFETY AND SECURITY:**

It is required that all passengers wear an approved safety device while riding in the transit vehicle. Passengers utilizing mobility devices will be secured as at the riders discretion and transit driver’s must provide the requested assistance. Riders who are in wheelchairs will be permitted to ride unsecured if the wheelchair cannot be properly secured or the vehicle’s securement equipment is not functioning. Per ADA requirements, rides cannot be denied due to the inability to secure wheelchair.

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 their mobility device into a vehicle seat. In this instance, the passenger has the final decision as to whether a transfer is appropriate.

Nebraska State laws apply toward child passengers. Car seats are NOT provided.

**GENERAL PASSENGER RULES:**

The general rules listed below are not intended to be all inclusive but are considered a guidelines 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 skate, etc. are to be worn inside the transit vehicle.
3. All passengers are to be clothed and wearing some form of protective footwear.
4. While waiting for the transit vehicle at the designated pickup 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 transit vehicle for any reason.
5. All passengers will remain seated while the vehicle is in motion and for the duration of the 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 hands, head or any other body part inside the vehicle and within their seated area at all time.
10. Riders shall obey the driver willingly and report any problems to the driver 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 in the vehicle.
15. Any items that the driver assumes may be explosive or any type of weapon is not permitted in 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 sixteen (16). Therefore, the following polices 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 four (4) is permitted to ride alone on the City of Plainview HandiVan.
3. All children under the age of eight (8) must wear an approved safety retraint. Parent or guardians are responsible for providing an approved safety restraint. If the parent or guardian does not have an approved safety restrain device, the City of Plainview HandiVan will make every effort to provide one. This provision will be made on a first come, first serve basis.

**PACKAGES AND PERSONAL ITEMS:**

Passengers shall limit their carry on packages to not more than the equivalent of five (5) brown paper grocery sacks or ten (10) plastic bags per person. An attendant may travel to assist with loading/unloading packages. Oversized packages will be refused. No more than one package shall weigh more than twenty (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 the transit service is closed due to a weather event, it will be made known by calling the City Offices. Notice will also be posted on the City of Plainview Facebook page, website and TexMyGov notice.

**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 discontinue for one (1) wee)

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

The 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, the 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 complains is outlined in the Nondiscrimination section of this handbook. For all other complains, contact the City Offices for additional information and copy of the complaint form. The complaint forms are also available in the transit vehicle.

Upon receipt of the complaint, the City of Plainview representative will request written detail of the complaint or taken an oral statement from the complainant. The complaint should include all details regarding the situation including date, time, driver, problem, etc. All complains 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 ten (10) days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the Nebraska Department of Transportation Transit Section and a copy kept on file at the City Offices in Plainview.