

PUBLIC TRANSPORTATION

Van Passenger Policy

PROGRAM SUMMARY:

The Smith Center Transportation Service is a transportation service owned and operated by the City of Smith Center.

Rides are provided within the city limits.

Hours are Monday thru Friday from 8 a.m. to 4 p.m.

Fares are \$ 1.00 per ride and discount ride tickets can be purchased.

Public Transportation services are available to all. No preference is given to riders based on income, age or disability. Passengers are **encouraged** to schedule rides 24 hours in advance, but is not required, and rides can be scheduled by calling 620-7526. Those who call for same day service will be taken on a first come, first serve basis.

It is the driver's responsibility to transport all riders to and from their designated locations in a safe and efficient manner.

All comments or complaints about service are to be submitted in writing to the City Clerk.

SCHEDULING AND RIDE REQUESTS/BUS ROUTES/DRIVING CONDITIONS:

Ride requests can be made by calling 620-7526. Passengers making service requests are expected to provide pertinent information needed to schedule trips.

Drivers will have the right to exercise judgment as to whether he/she can safely drive on the streets. If it is determined that the van will not be providing rides due to the condition of the streets, the driver will call and notify the scheduled riders.

Parents, due to the number of riders who can ride at one time, must make a request for their children, each year. The driver's will designate a place at the school to meet.

PASSENGER DEPARTURE AND PICKUP TIMES:

The driver will schedule all departure and pick-up times for passengers. Driver may have discretion to change departure or pick-up times if needed.

DESIGNATED APPOINTMENT LOCATIONS:

Designated appointment locations are the hospital, physician's offices, beauty shops, grocery stores, business offices, etc.

Driver can stay with passenger at designated location, **if the schedule allows.**

BUS FARES:

Rides are \$ 1.00 per ride. Discounted ride tickets may be purchased in the following increments:

10 rides	\$ 7.50
20 rides	\$ 15.00
30 rides	\$ 22.50
40 rides	\$ 30.00

Passengers should be prepared to pay with the correct change or by check. The driver should not make change from his/her personal money.

PASSENGER PICK-UP/WAIT TIME:

When the driver arrives at a location to pick up a passenger, the driver will record the time on his daily report. The driver will honk the horn if the passenger is not waiting on the porch or other visible area.

If the passenger does not respond to the driver's horn, the driver will go to the door and ring the doorbell or knock.

If the passenger is at a business, hospital, nursing home, physician's office, etc., the driver will notify the secretary, receptionist, or an employee, of the name of the passenger and provide the driver's cell phone number, or have the person paged.

If the rider participates in the Senior Center meal program the manager will be notified when the van is at the location to pick up the passenger.

The driver will wait five (5) minutes for a passenger. If the passenger fails to show or answer the door, the driver will record on the daily log that the ride is cancelled and the ride will be recorded as a no-show.

PASSENGER ASSISTANCE:

Common courtesy from both the passenger and driver is expected.

Driver will greet all passengers in a professional and friendly manner.

Driver will assist all passengers in entering and exiting the vehicle passenger doors as necessary.

Driver will assist all passengers who have assistive mobility devices (wheelchairs, walkers, canes, etc.).

Nursing or assisted living homes are requested to provide a nurse aide or nurse to accompany all residents/passengers who have special needs.

Driver will assist passengers with their personal items if needed. Drivers may assist passengers by carrying a reasonable amount (at his/her discretion) of groceries/bags/boxes to the front porch, or inside the door, of the passenger's residence.

PASSENGER SAFETY/SEAT BELTS:

Driver is responsible for the safety of all passengers while providing transportation to persons to and from designed locations.

If at any time the driver feels he/she is in an unsafe situation for the passenger or the vehicle, driver will have the right to exercise judgment to stop vehicle or ask passenger to get off vehicle.

Wearing seat belts is the law. Wearing them properly is required. Passengers are expected to fasten their seat belts when riding in the vehicle. When necessary, the driver will provide the passenger assistance fastening and unfastening all seat belts and shoulder restraints.

All passengers are expected to stay seated in the vehicle with seat belt on until the vehicle comes to a complete stop.

WHEELCHAIR LOCKS AND RESTRAINT SYSTEMS:

Only the driver will operate all wheelchair lifts and restraint system equipment in the vehicle. This includes all control switch boxes.

Only one person and his/her wheelchair are allowed on the lift when it is in operation.

Persons not using a wheelchair but who have difficulty using the steps in the front entrance of the van may ride the lift but **must** hold the lift handles securely during operation. Only one passenger at a time is allowed to use the lift.

Driver is responsible to see that all disabled persons are properly locked in wheelchair locks and restraint system belts before moving vehicle.

Disabled passengers are also required to wear seat belts and shoulder straps.

MEDICAL EQUIPMENT:

Rider should hold onto all medical equipment not in use (oxygen tanks, walkers, etc.) or have the driver place it in such a way as not to cause a hazard in case of a sudden stop.

TRANSPORTING CHILDREN:

Children under age five (5) cannot ride without an accompanying adult.

Children age five (5) and above can ride without an accompanying adult if the parent or guardian gives advance written notice to the city office.

Parents of children of any age who require special assistance must give advance notice to the driver.

CHILD SAFETY SEAT POLICY:

Children under the age of eighteen (18) must use the seatbelt/shoulder strap restraints provided. If the adult bringing the child onto the van wants the child to use a car or booster seat, he/she must provide it.

SERVICE ANIMALS:

Driver will permit service animals in vehicle to accompany passengers with disabilities.

CELLULAR TELEPHONES OR OTHER COMMUNICATIONS EQUIPMENT:

Only the driver will operate the cellular telephone or other communication equipment.

Passengers will not be allowed to use the van's cellular telephone for personal telephone calls.

Only in an emergency situation should someone other than the driver operate communication equipment.

VEHICLE AM/FM RADIO, CD, OR TAPE PLAYER:

AM/FM radios, CD's, and cassette players may be played at the request of passengers, but the driver will control all volume levels so as not to cause disturbance for driver or other passengers.

ACCIDENTS OR INCIDENTS:

Accidents or incidents, no matter how minor, will be reported immediately to the city office and the prior authorities.

In the case of an accident, driver will not move the vehicle until the proper reports have been completed and filed and the authorities have given permission to move the vehicle.

In case of an accident or incident that requires passengers to exit or evacuate the vehicle, the driver will be responsible to see that all passengers are exited or evacuated immediately according to training received.

VEHICLE MAINTENANCE:

All passengers are expected to help keep the vehicle clean and orderly.

Passengers are asked to throw trash away or give it to the driver to throw away.

HOUSING OF VEHICLE:

The transportation van will be parked in the designated parking area located on the east-west alley behind the Srader Center.

CANCELLATIONS:

Cancellation of a ride must be made by 9:00 on the day the ride is scheduled by calling 620-7526. **Passengers are not to call the drivers at their residence.** A medical emergency is the only acceptable reason for not cancelling a ride. A medical emergency is defined as being hospitalized or physically unable to use the telephone.

Failure to cancel rides by the specified time will be tracked on a quarterly basis (January – March; April – June, etc.) and will result in the following actions:

- 1. The first time the rider fails to cancel a ride, he/she will receive a written warning.
- 2. The second time a passenger fails to cancel a ride; he/she will lose public transportation privileges for one month.
- 3. The third time a passenger fails to cancel a ride, he/she will lost transportation privileges indefinitely.

NO-SHOW POLICY:

When a rider does not call in a cancellation and the driver makes a “dead trip”, the driver considers that passenger a no-show for that day. No-shows will be subject to the same regulations as cancellations.

SMOKING:

No smoking or other tobacco use by passengers or driver is allowed in the vehicle at any time.

ALCOHOLIC BEVERAGES:

No consumption of alcoholic beverages is allowed in the vehicle at any time.

CONCEALED WEAPONS:

Weapons of any kind are strictly forbidden. This policy applies to both passengers and driver. However, it shall not prohibit law enforcement officers on duty from carrying a weapon on the transportation van.

INCONSIDERATE OR ABUSIVE PASSENGERS:

The driver will report immediately to the City office personnel any occurrence of a passenger being chronically inconsiderate or abusive to the driver or other passengers.

The person making the complaint submits a written statement and turns it into the city office.

Upon receipt of the written complaint, the alleged disruptive passenger will:

1. Receive a written summary of the allegation with a warning of more serious restrictions if there is another incident.
2. With a second complaint, the passenger will be restricted from riding the van for a period of one month.
3. With a third complaint, the passenger will be restricted from riding the can indefinitely.

The City Office personnel will notify the passenger of the restrictions listed on # 2 and # 3 above only after consulting with the City Council.

GRIEVANCE PROCEDURE:

The party having a grievance with the van service will state in writing the nature of the grievance to the City Office personnel, who will contact the individual making the complaint personally to try to settle the problem informally.

If the individual and the City Office personnel cannot reach an agreement, the individual may appeal the grievance in writing to the City Council.

After reviewing the written appeal the City Council will render a decision in writing.

The Smith Center City Council's decision is final.

Passengers who ride the Smith Center Transportation Van should understand that they ride at their own risk. No liabilities will be accepted.