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AMENDED NELIGH PUBLIC TRANSPORTATION POLICIES AND PROCEDURES

These Policies and Procedures were adopted for public transportation personnel only to aid them in performing their duties. The City of Neligh Personnel Manual supersedes anything written here.

I. GENERAL INFORMATION

A. **PURPOSE.** This service is to provide safe, reliable, affordable and efficient transportation for anyone in the Neligh area.

B. **SPONSORSHIP.** The public transportation service is sponsored by the City of Neligh and is known as "Dial-a-Ride."

C. **OPERATION.** The City operates two vehicles: (1) A 2022 Ford E450 Super Duty Cutaway bus which is wheelchair lift equipped and carries 14 ambulatory riders or 12 ambulatory and 2 wheelchairs; and (2) a 2019 Dodge Grand Caravan SE carrying 6 ambulatory riders. The transportation director is responsible for day-to-day operations and record keeping. The City Council administers funds and approves or disapproves any changes in operations. The Nebraska Department of Transportation (NDOT) provides guidelines for operations.

D. **FUNDING.** Dial-a-Ride is funded by federal, state and local dollars as well as passenger fares. The NDOT Intermodal Transportation Division administers funds.

E. **RIDERS.** Dial-a-Ride is public transportation and is available to anyone in the Neligh area on a first come, first served basis. Many regular riders are scheduled on an ongoing basis. Records with information on passengers are maintained which contain telephone, address, special needs, type of payment and any other pertinent information.

F. **HOURS OF OPERATION.** Service is provided during the school year Monday through Friday from 8:00 a.m. to 12:15 and 1:15 p.m. to 5:00 p.m., and every Sunday from 8:30 a.m. to 12:30 p.m. for church services. When school is not in session, the hours will be Monday through Friday from 9:00 a.m. to noon and 1:00 p.m. to 4:00 p.m. No service will be provided on Saturdays.

G. **SERVICE REQUESTS.** The service is a demand/response system. Calls are received by staff and, if they require same-day attention, are relayed to the driver via telephone or radio or a message is left with the city office for future scheduling. It is encouraged for transit requests to be made 24 hours in advance.

H. **NO SHOW:** A no show is defined as any instance in which a passenger does

not keep their scheduled ride and fails to notify Dial-A-Ride at least 1 hour prior to scheduled pickup time. Parents must provide the notification for cancellation or changes to rides for children under the age of 19. Upon arrival at the scheduled pickup point, the transit driver will wait for the passenger for three minutes. After three minutes from the time of the scheduled ride, the driver will continue on the route, the ride will be marked as a no show, and the customer will be charged for a ride.

H. COST. Each boarding is charged. Fares are as follows:

1. Within the city limits, \$1.00 per one-way trip plus 50¢ /mile outside the city limits.
2. Out of town special trips, \$1.50/mile round trip plus \$10.00/hr. labor. See church and school contracts as negotiated each year.

I. RECORD KEEPING. The director will provide instruction and materials to the driver for records that are to be kept by him or her. Mechanical problems should be noted and reported to the supervisor when the same become known to the driver. The director is responsible for compiling and filing records in the office and reporting necessary information to the state or city.

J. HOUSEKEEPING. Drivers are responsible for keeping the vehicles clean inside and out.

K. VEHICLE STORAGE. The vehicles are kept at the city office building. Weekend drivers need to be able to access the vehicles on their own.

L. MAINTENANCE. All equipment problems are to be reported to the director, who coordinates with the repair personnel for maintenance or repairs.

M. TRAINING. Several training sessions are offered each year and it is expected that the person to whom the training is directed will attend. Some required training is mandatory. Expenses are paid by the City or NDOT.

II. DRIVERS

A. PRIORITIES. The following priorities are hereby established for the drivers:

1. To transport each passenger from one location to another safely and on time.
2. To maintain a friendly, helpful and pleasant manner.
3. To complete required training, i.e. CPR, every two years; annual driver training; PASS training.

4. To sell and record sale of passes and fares.
5. To record and count daily passenger boardings and keep other records requested by the director.
6. To be well-groomed and wear proper attire.
7. To keep vehicle clean.
8. To perform any duties requested by supervisor.

B. PASSENGER ASSISTANCE. Because of safety and liability issues for both the driver and the users of the service, the following rules be and hereby are adopted.

1. Physically disabled passengers will not be delivered to homes or businesses that do not provide handicap accessible entrances.
2. Passenger assistance will be limited to assisting passengers onto and off of the transportation vehicle.
3. Assistance beyond the pick-up and drop-off point will not normally be provided except in extraordinary circumstances when the passenger would be stranded with no other help available.
4. The driver will not abandon any passenger at any drop-off point unless the passenger requires no assistance or other assistance is available.
5. The driver will not provide help carrying groceries or other items into or out of a passenger's dwelling or the vehicle.
6. In the event that a disabled person requires assistance at a drop-off point, it will be the responsibility of the passenger to arrange such assistance prior to being picked up for transportation. In the event that such assistance is not arranged, the driver will provided the assistance to ensure the passenger has access to the service. If such assistance is a regular occurrence, the passenger will be required to formally request a reasonable modification by completing the application process.

C. PERSONAL CONTACT. It is a policy of the City that drivers shall assist passengers in and out of the bus if such assistance is necessary for the passengers to utilize the service. Such personal contact should be kept to a minimum and offered only to assist the passengers in their immediate needs. Any other personal contact with passengers is to be avoided.

D. DRIVERS' RECORDS. Each driver must have a valid driver's license with a clean driving record. A request for the driving record of any prospective employee is

submitted to the Nebraska Dept. of Motor Vehicles before he/she can be hired. Medical examinations may be required at any time during the driver's tenure.

E. DRIVERS' APPEARANCE. Uniforms are not required but clothing should be neat and conservative, and appearance and body odor should be inoffensive. If there are questions about this, ask your supervisor.

III. DRIVING

A. Always fasten your seatbelt and make sure all passengers are safely belted in or secured in wheelchair positions before moving the vehicle.

B. Be certain all lights are in working order. Adjust mirrors so you can use them to see other lanes and to back up the vehicle. Also, there is at least one internal mirror that you can use to observe passengers inside the bus.

C. Observe speed laws. Always signal for turns and lane changes. Use emergency flashers when stopping in traffic. Whenever possible, pull to the side when stopping. (Flashers must be off for turn signals to work.)

D. Starts and stops should be smooth. Slow down for bumps, giving consideration to those passengers who have pain, balance problems, or are seated in the back in wheelchairs.

E. Whenever possible, passengers should be boarded and de-boarded on a curb. If the step into the vehicle is too high for some people to reach easily, use the stepstool to assist them. Consider this when picking up or letting off passengers.

F. It is best if passengers do not walk in front of the bus when crossing a street. The bus should move out of the way or they should walk behind.

G. When driving the 2022 bus, remember that it is wider, longer and higher than the van. Be aware of this when parking, pulling up to curbs, or passing under trees or carports, etc. This bus is 9'6" high.

H. Follow laws and regulations; be gentle, considerate and patient with passengers and use good judgment.

IV. VEHICLE INFORMATION

A. The vehicles are kept inside at the city office building.

B. Fuel is taken on at the tank located in the enclosed yard at the same location as above. The gauge which records gallons needs to be set at zero before pumping

gas. Record the date, mileage, and amount; sign your name on the sheet kept in the box by the pump; and fill out the mileage log kept in the bus.

C. Regular service is performed on the vehicles about every 3,000 miles. Most repairs and service are done by the city's mechanic or garage.

D. The wheelchair lift also needs regular maintenance and lubrication.

E. Training on operating the vehicle and wheelchair lift will be given by the director and NDOT.

V. DAILY RECORDS AND INFORMATION

A. DAILY LOG. A tablet for reporting pertinent information for each day is provided for the driver and should be completed at the end of the day. This information is then given to the city clerk for recording.

B. THE TABLET. The tablet is provided to the driver for use on the bus/ van which contains:

1. A daily log manifest sheet for each day;
2. A current rider list with information on each rider;
3. A mileage log for recording mileage;
4. Maps of the area;
5. Information on young passengers, their parents, phone numbers, pickup and drop off locations.

C. HEALTH AND HUMAN SERVICES. A sheet is provided to record passengers who are on the list of riders for whom Health and Human Services (HHS) provides transportation. This information is used to bill HHS at the end of each day and must be kept confidential. All HHS riders must be authorized by that agency. Usually an authorization is mailed to our office. An annual contract is signed between HHS and public transportation.

D. NEW RIDERS. Someone who plans to use the service on a regular basis contacts the office in advance before boarding the bus, whoever has first contact should obtain information on address, telephone numbers, health issues, necessary schedule information, etc. and make certain the information is relayed to the director. The driver will be instructed by the director on how to keep daily records and information.

VI. ACCIDENTS/INCIDENTS

- A. If involved in an accident, the driver should, first of all, do whatever is necessary to prevent further damage or injury and to render assistance.
- B. Assess the situation. If evacuation of passengers or first aid or CPR is needed, take immediate action. Call 911 or, if possible, have someone else call while you are administering aid.
- C. The police must be called immediately (even for minor accidents) and the driver taken to a lab for drug/alcohol screening when there is an injury or the vehicle is inoperative. The two-way radio in the vehicle can be used to call the Emergency Operations Center (EOC) or the city office, which will help in locating police or emergency personnel.
- D. Incidents or accidents need to be recorded on the daily log sheet and on the sheet that is provided for incident reports. There should be copies of these kept in the bus.
- E. Training is provided to new drivers on emergency procedures.

VII. TRANSPORTING YOUNG CHILDREN

- A. All children must be correctly secured in an approved restraint system.
- B. Any child under 3 must be accompanied by an adult. The adult must provide the car seat for the child under 3.
- C. Transportation must be arranged by the parent or caregiver of the child.
- D. Information pertinent to the child, such as parent's and/or caregiver's telephone numbers, school, health issues, pick-up and drop-off locations, etc. are to be kept on file. Current information needs to be on the tablet which is kept in the bus.
- E. There is no charge for children under 3 and must be in the company of an adult.

VIII. TRANSPORTING SERVICE ANIMALS

- A. Dial-A-Ride Public Transit allows service animals to accompany owners as per the Americans with Disabilities Act (ADA) of 1990, as amended 2011. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. The transit driver may ask if the dog is a service animal required because of a disability and what task(s) the animal has been trained to perform. The driver cannot ask for a demonstration of the dog performing the task or ask about the person's disability.

- B. Under the ADA, a service animal must be under the control of its handler by harness, leash or tether, unless the individual's disability prevents these devices or these devices interfere with the service animal's safe and effective performance of the task.
- C. Under the ADA, a service animal that is not housebroken or out of control can be excluded from the transit service.
- D. Under the ADA, "comfort," "therapy" or "emotional support animals" do not meet the definition of a service animal.
- E. Animals other than service animals as described above are only allowed to ride the transit vehicle in a secured pet travel carrier with a carrier provided by the rider.

VIII. DISRUPTIVE BEHAVIOR POLICY

A. **PURPOSE.** Occasionally, Dial-a-Ride staff and riders could be faced with situations in which one rider is so disruptive that it has a negative impact on all those around them. Riders may feel uncomfortable or stop using the service because of a difficult rider. To protect the rights of all riders to enjoy and access services of the Dial-a-Ride, the City will have the authority to deny service to persons requesting a ride for the following reasons:

1. Individuals using abusive language that affects or is offensive to other riders.
2. Individuals who consistently have body waste problems or other odors that are offensive to other riders.
3. Individuals who are under the influence of alcohol and abusive to staff or other riders.
4. Individuals who are argumentative or abusive or make threats, either verbally or by physical gesture, to other riders or staff.
5. Individuals who consistently refuse to follow the Dial-a-Ride established rules and procedures.
6. Individuals who panhandle or commit other illegal acts.

B. Dial-a-Ride personnel are required to fill out incident reports and document such actions or problems and report them to their supervisor. A written warning will be forwarded to the disruptive individual, explaining the problem and possible denial of service if the problem continues.

C. When or if Dial-a-Ride service is denied, a written explanation will be forwarded to the individual outlining the reason for the action taken.

D. Dial-a-Ride personnel are instructed to follow the actions listed below for any problem not considered an emergency or for immediate service refusal:

1. Individual counseling with the client to try to resolve the problem.
2. A warning to the client that services may be denied in the future if a problem as set forth above continues.
3. Report the problem to your supervisor.
4. A written warning to the client by the Dial-a-Ride administrator.

E. Individuals dissatisfied with the decision to deny or restrict Dial-a-Ride services may avail themselves of the grievance procedure established by the City Council.

IX. SPECIAL ACCOMMODATION PROCEDURES

A. For special accommodations, written requests shall be submitted to the city clerk. If the request is made orally initially, it shall be followed by a written request; however, the clerk should begin processing the request upon receipt of an oral request. The request may be made by a family member, health professional or other representative acting on the individual's behalf with the individual's consent. If the individual is an employee, a supervisor may request medical documentation only when the employee's need for accommodation is not apparent and there is no other medical information already on record for the employee which demonstrates that need.

B. The city clerk may request medical documentation only when the individual's need for accommodation is not apparent and there is no other medical information already on record for that employee which demonstrates that need. Failure to provide this information may result in denial of the accommodation request.

C. The city clerk shall then take the request to the city officials. Once it has been determined that the request is for a special accommodation, the city officials shall respond quickly. This procedure shall include (1) an analysis of the individual's particular request or employee's job to determine its purpose and essential functions; (2) a consultation with the individual or employee to ascertain the precise limitations or job-related limitations imposed by the individual's disability and how those limitations could be overcome with a reasonable accommodation; (3) an identification of potential accommodations and in conjunction with the individual, an assessment of the effectiveness of those accommodations in enabling the employee to perform the essential functions of the job or of the individual performing his or her essential functions; (4) consideration of the preference of the employee and selection and implementation of the accommoda-

tion that is appropriate for the employee and the employer and consideration of the individual's needs if requested by an individual; and (5) the overall needs of the office.

D. The accommodation need not be the most expensive nor must it be exactly what the individual requests, but it must be effective.

E. If a request for special accommodation is denied, it must be in writing, outlining the reasons for the denial by using DOJ Form 100C. The official denying the request also must inform the individual of the right to any available informal dispute resolution avenues.

F. All requests for accommodations, along with any medical or other documentation provided, shall be kept on file. The city clerk shall maintain the files after the decision maker makes a final determination on the request. Access to these files is limited to those with an identifiable need to review the information.

(Section added July 2013)

X. OFFICE-TO-VEHICLE COMMUNICATION

Each vehicle has a two-way radio, which is to be the means of communication to and from the office as long as there is a dispatcher in the office. Drivers shall limit conversation on the two-way radio and omitting client names if possible.

XI. DISPATCHERS

A. Dispatchers are responsible for receiving calls from customers who need to schedule rides and for arranging rides for best efficiency. It should always be kept in mind that we operate a multi-passenger vehicle and not a taxi. The more passengers we can pick up in the same area at the same time, the less cost to our operation and the more time we have for other passengers.

B. Dispatchers should be familiar with the city, the passengers, their locations and their particular needs, and the location the vehicle will be in at the time the passenger needs to be picked up. It may be necessary for that passenger to be picked up a little early or for the appointment time to be changed in order for the ride to be arranged.

C. It is important for the dispatcher to maintain good relations with the people being served. A pleasant manner is vital.

XII. REPORTS AND BILLINGS

A. The director is responsible for keeping records and filing monthly invoices with the NDOT. This report shows the cost of operations, vehicle usage and mileage, passenger counts and any income received. These reports determine what each funding entity owes and are used to work out the formula which the federal government uses to distribute funds to the various systems. These should be mailed around the 15th of the

following month. The information needed on costs of operation is provided by the city clerk. Directions on how to complete these forms are on file in the transportation office.

B. The director also prepares the billing forms for HHS according to the contract made between that office and this one. A file is kept with the necessary information in the office.

C. The director is responsible for preparing the annual application for public transportation assistance, which must be submitted to the NDOT upon request. This application is also submitted to the City Council for its approval. Directions for completing these forms are also on file in our office.

D. It should be noted that the municipal fiscal year is from October 1 to September 30 but the state's fiscal year is from July 1 to June 30.

E. All accounts payable must be given an account number and an authorized signature and be given to the city clerk by the next council meeting.

XIII. DRUG TESTING

A. Any prospective employee must submit a urine specimen at a designated drug testing site before he/she will be hired. All drug and alcohol testing is strictly confidential.

B. Any employee involved in an accident while performing his/her job will be screened for drugs and alcohol as soon as practicable. The employee will be removed from duty, with pay, until the results are known. A person designated by the City, usually the employee's supervisor, will take the employee to the drug testing site and home following the test.

C. Any employee for whom the supervisor has determined reasonable cause will be tested for drugs and alcohol. If an employee is taking any medication which may impair his/her ability, the supervisor should be informed. Reasonable cause must be documented.

D. Supervisors should be aware of the drug testing policies and procedures which are found in the manual provided to the department heads by the City of Neligh. Annual training on DOT policies and procedures is offered at manager workshops which are provided by the NDOT and NATP.

E. Drivers will be included in the random pool which selects those people who are tested occasionally. Anyone selected must be on the job at the time of testing and must find a replacement or make whatever arrangements necessary to be at the test site at the appointed time.

F. Employees need to be aware of their rights concerning drug and alcohol testing. Training is available at driver training seminars and written information is on file in the transportation office.

XIV. OUTSIDE USE OF VEHICLES

Policy is set by administration concerning use of our buses by outside entities. We are occasionally asked to provide transportation for a special occasion. Each instance is considered as equitably and economically as possible. There are certain regulations we must follow when others or we ourselves use the bus, such as whether it is a duplication of services. A charter is considered a duplication of service but we are allowed to do some very occasional charter-type trips. If there are any questions about any possible use of the vehicles, questions should be directed to NDOT's Intermodal Transportation Division.

XV. EFFECTIVE DATE

This amended Policy and Procedure Manual shall be effective from and after its adoption as dated below.

City of Neligh
P.O. Box 87
Neligh, NE 68756



Mayor



Clerk

Date 6-14-2022

ACKNOWLEDGEMENT OF RECEIPT

The undersigned acknowledges receipt of a true and correct copy of the Policies and Procedures of the City of Neligh, Dial-A-Ride service and agrees to abide by and follow such Policies and Procedures as they apply to the undersigned.

Dates this _____ day of _____, 20_____.

Parent's or Guardian's Signature

Child(ren)'s Name _____

Grade entering August 20__ _____

Parent's or Guardian's Name _____

Parent's or Guardian's Phone # _____

Parent's Email _____

Where are we picking up your child(ren)? _____

Which days are we picking them up? _____

What time? _____

Where are we dropping off your child(ren)? _____

We ask that parents notify Dial-A-Ride with any early dismissal times during the school year. We are not notified of time changes by the school.

We kindly request that food is not eaten on the bus as it not only makes a mess on the bus but the riders that use Dial-A-Ride (after the children) are left with food stains or smears on their clothes. Please finish breakfast, lunch, or snacks before boarding or wait until after riding to eat. Thank you so much for your cooperation!

** Copy of acknowledgement of receipt given to parent. _____

