

# La Vista/Ralston

# Special Services Bus

# Handbook



Updated 1/2024

# La Vista/Ralston Special Services Bus Passenger Handbook

La Vista Recreation Department  
8116 Park View Blvd., La Vista NE 68128  
Questions: 402-331-3455  
Reservations: 402-657-3550



## CITY OF LA VISTA MISSION STATEMENT

**The City of La Vista is dedicated to providing exceptional municipal services with the highest level of integrity, professionalism, and excellence.**

## DESCRIPTION OF SERVICE

The La Vista/Ralston Special Services Bus provides transportation for senior citizens and handicapped persons who reside within the city limits of La Vista and Ralston to medical appointments, senior centers, shopping, work and other social appointments and events. A map of our service area is attached.

This service has a set of policies and procedures that passengers are required to follow. It is to the benefit of all passengers that the 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 with the City of La Vista as outlined on page 6.

## DAY AND HOURS OF SERVICE

Public transportation services are not provided on the following holidays:

New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Thanksgiving Day, the Friday after Thanksgiving Day and Christmas Day.

When a holiday falls on a Saturday, it shall be observed on the preceding Friday. When a holiday falls on a Sunday, it shall be observed on the following Monday.

If Papillion-La Vista or Ralston Public School District is closed due to weather conditions, the bus service will not operate. On days when Papillion-La Vista and/or Ralston Public School Districts are opening late due to weather conditions, the Special Services Bus will operate normal hours. Omaha, Bellevue, Millard Public School Systems etc. do not apply.

The La Vista/Ralston Special Services Bus operates Monday through Friday, 7:00 a.m. – 4:30 p.m.

## FARES:

\$1.00 for Zone 1 (local trips and designated locations (on map 1, 2, 3, 4 & 5)

\$3.00 for Zone 2 (outside of La Vista or Ralston)

\$10.00 for Zone 3

Multiple stops will be an additional \$1.00

\$30.00 fare tickets are available from the bus driver

## SCHEDULING RIDES

The bus is able to take you to a variety of places such as work, bank, shopping centers, senior centers, and doctor appointments. We make every effort to accommodate you, but due to prior scheduling, may not be able to accommodate everyone on their appointment times. Please refer to attached map for trip boundaries.

Contact **402-657-3550** to schedule your ride.

1. Reservations and/or change requests must be requested 2 business days prior to the rider's requested appointment date.
2. All passengers must complete a registration form to be kept on file at La Vista Recreation Dept. In some cases, a parent/guardian or caregiver may be required to fill out the registration.
3. All handicapped and disabled residents will have priority status; however, pick-up and delivery times may have to be adjusted to accommodate all passengers, as well as weather conditions.
4. While scheduling appointments, we will try to meet everyone's needs, but passenger flexibility is needed to be an effective service, and **passengers should be ready 10 minutes prior to scheduled pick-up time.**
5. **Passengers will be assigned to a vehicle according to the daily schedule. Please do not request a certain vehicle or driver.**

## **CURB-TO-CURB SERVICE**

The Cities of La Vista and Ralston Special Services Bus is a curb-to-curb service. All passengers who are not able to get to the curb of their residence without help, will be required to have a person ride along to and from their destination. There is no charge for this additional person. The following policies further define this service:

1. **Private Homes:**
  - Drivers will not enter private homes for any reason.
  - Drivers may assist passengers to and from the vehicle only.
  - Drivers are not permitted to lift passengers.
  - Drivers are not permitted to maneuver a mobility device up or down stairs.
2. **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 will not assist passengers further into the building.
  - When picking up passengers from a business or medical facility, drivers may go through the first door. Drivers will not go past this point.
  - It is the individual's personal care attendants' 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 15 minutes before their scheduled pick-up time or the no-show policy will apply.

All passengers are required to stay seated until the bus comes to a complete stop.

## **CANCELLATION POLICY AND NO SHOWS**

Passengers are encouraged to cancel scheduled pick-ups in a timely manner. Cancellations can be made by contacting the bus driver at 402-657-3550 between 8:00 am and 4:30 pm, Monday thru Friday.

- Cancellations should be made 24 hours in advance or as early as possible.
- Three or more late cancellations/no show in a one month will result in individual losing bus privileges for one month. Unavoidable cancelations will not count against you.

A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify the bus driver. 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 & ACCOMODATION OF OTHER ANIMALS**

The La Vista/Ralston Special Services Bus 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 do work or perform tasks for an individual with a disability.

The task(s) 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 [here](#), or, type the following link in the address bar: [http://www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

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

## **PERSONAL CARE ATTENDANTS**

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

## **PASSENGER SAFETY AND SECURITY**

It is required that all passengers wear an approved safety device while riding on the bus. Passengers utilizing mobility devices will be required to have their mobility device properly 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 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 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-up 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 bus 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 I-Pods 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 bus and within their seated area at all times.
10. Riders shall obey the driver willingly and report any problems to the bus 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. Use of tobacco products is strictly prohibited.
13. Lighting matches, lighters, or any other type of flammable material is not permitted on the vehicle.
14. Any items that the driver assumes may be explosive or any type of weapon is not permitted on the vehicle.

## **CHILD RIDER POLICY**

1. Children under the age of sixteen (16) must be accompanied by an adult
2. Children under sixteen (16) will be transported only to the destination scheduled by the parent or guardian. Children are not allowed to change scheduled rides.
3. Parent or guardians must notify the bus driver at the time of trip scheduling the child's age.

## **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 assist with the loading/unloading of packages. Oversized packages will be refused for transport. 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.

If Papillion-La Vista or Ralston Public School District is closed due to weather conditions, the bus service will not operate. On days when Papillion-La Vista and/or Ralston Public School Districts are opening late due to weather conditions, the Special Services Bus will do the same, and rides during that time will be canceled. Omaha, Bellevue, Millard Public School Systems etc. do not apply. In the event that transit service is closed due to a weather event, it will be announced on social media and televised weather announcements.

## **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

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

The Cities of La Vista and Ralston reserve the right to terminate services immediately.

## **NOTICE OF NONDISCRIMINATION AND COMPLAINT PROCEDURE**

The La Vista/Ralston Special Services Bus 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 laws. The La Vista/Ralston Special Services Bus serves a diverse population of individuals with varying ages, physical challenges, economic status, and ethnic backgrounds. The La Vista/Ralston Special Services Bus shall ensure that no person shall be excluded from the participation in, be denied the benefits of, or otherwise be subjected to discrimination solely based on his/her race, color, religion, sex, national origin, age, disability, or any other characteristic.

Title VI complaints of alleged discrimination and inquiries regarding the nondiscrimination policies may be directed to:

Pam Buethe, City Clerk  
City of La Vista  
8116 Park View Blvd.  
La Vista, NE 68128

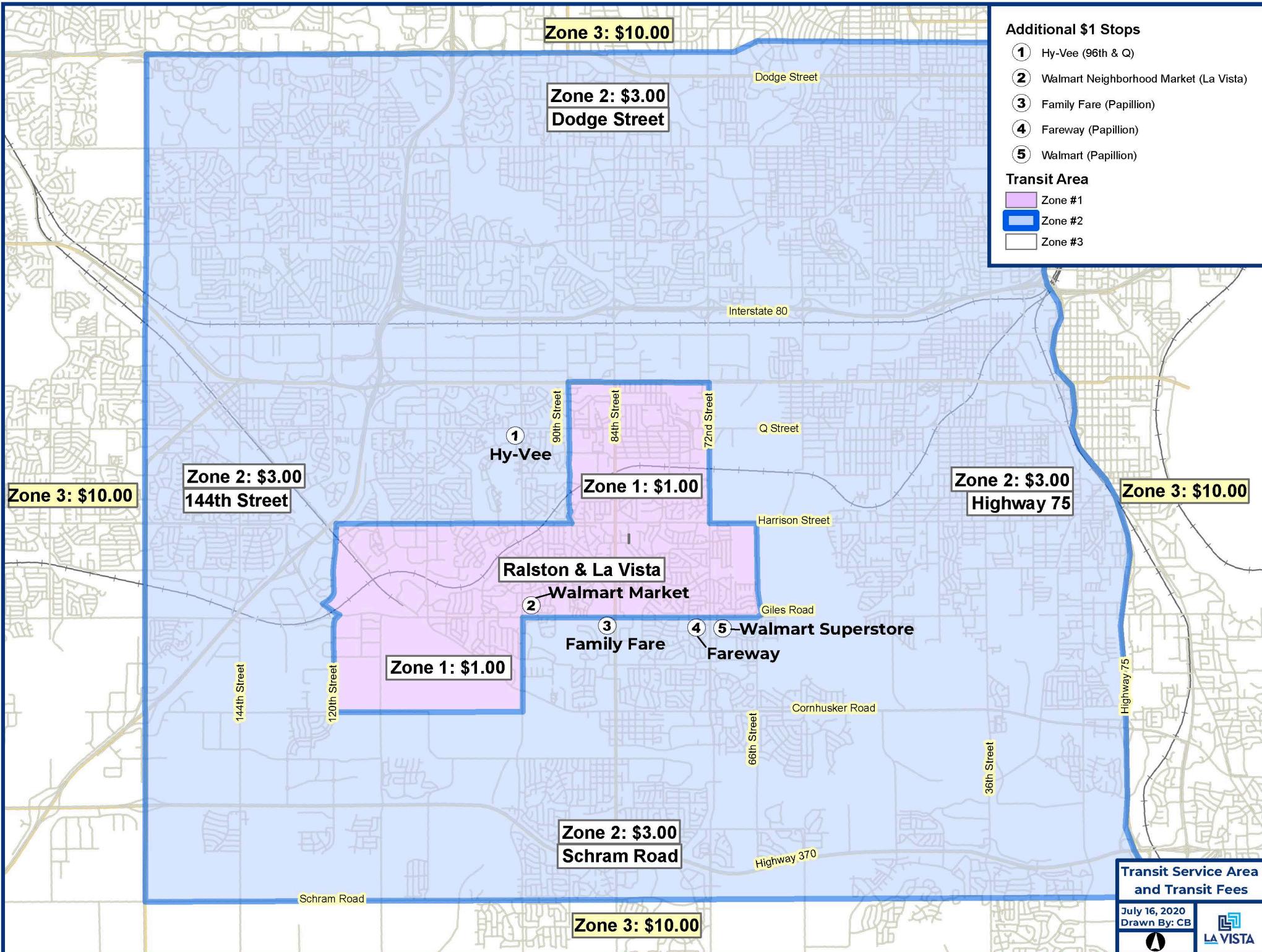
Complaint forms are available at:

La Vista Recreation Department  
8116 Park View Blvd.  
La Vista, NE 68128

## **COMPLAINT/GRIEVANCE PROCEDURES**

As a recipient of State funds administered by the Nebraska Department of Roads, the La Vista/Ralston Special Services Bus hereby attests that it will abide by the eligibility guidelines 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 section of this handbook. For all other complaints, contact the following for additional information and a copy of the complaint form:

Upon receipt of the complaint, the La Vista/Ralston Special Services Bus 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 the City of La Vista.





**CITY OF LA VISTA & RALSTON**  
**SPECIAL SERVICES BUS PROGRAM**  
**PASSENGER INFORMATION**  
**8116 Park View Blvd. La Vista NE 68128**  
**Reservations: 402-657-3550**  
**Questions: 402-331-3455**

**DATE:** \_\_\_\_\_

**NAME:** \_\_\_\_\_  
Last \_\_\_\_\_ First \_\_\_\_\_ Middle \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **CELL:** \_\_\_\_\_

**GENDER (Please circle one):** \_\_\_\_\_ Female \_\_\_\_\_ Male \_\_\_\_\_ Age \_\_\_\_\_ (Required)

**DO YOU HAVE A DISABILITY?** Yes \_\_\_\_\_ No \_\_\_\_\_ **IF YES, PLEASE DESCRIBE YOUR CONDITION:** \_\_\_\_\_

**IS YOUR DISABILITY (Please circle one):** \_\_\_\_\_ Permanent \_\_\_\_\_ Temporary

\_\_\_\_\_ Ambulatory \_\_\_\_\_ Uses a wheelchair/scooter

\_\_\_\_\_ Uses a cane \_\_\_\_\_ Uses hearing aid(s)

\_\_\_\_\_ Uses a walker

\_\_\_\_\_ Other (Please Describe) \_\_\_\_\_

**WILL YOUR DISABILITY REQUIRE ANOTHER PERSON TO ESCORT YOU?** \_\_\_\_\_ Yes \_\_\_\_\_ No

**RESIDENCE:** \_\_\_\_\_ House \_\_\_\_\_ Apartment

**I LIVE:** \_\_\_\_\_ with Spouse \_\_\_\_\_ with Friend \_\_\_\_\_ with Relative \_\_\_\_\_ Alone

**CONTACT(S) IN CASE OF EMERGENCY:**

Name	Phone:	Relationship
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Name	Phone:	Relationship
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Signature of Applicant

Date

**FOR OFFICE USE ONLY:** EA EL DA DL

**NOTES:** \_\_\_\_\_

