

Fontana Community Senior Center Transportation Services Application Form

Please check the appropriate box:

- NEW TRANSPORTATION REQUEST
 REQUEST FOR RENEWAL

FOR TRANSPORTATION STAFF USE ONLY

File Number

Application Received on

Y M D

This section must be filled out by applicant or by their legal guardian, or by any other designated person if applicant cannot do so themselves. Please provide detailed answers to all questions.

1 – Applicant identification

PLEASE PRINT

Last Name	First Name
Physical Address	Apt. or Building #
Zip Code	Name of residence <i>(If applicable)</i>
Primary Phone #	Secondary Phone #
Mailing Address <i>(If different)</i>	Apt. or Building #
Zip Code	
Gender Male <input type="checkbox"/> Female <input type="checkbox"/>	Date of Birth <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
Weight _____ Height _____	Y M D

2 – Which mobility and/or medical aids (if any) do you use regularly?

- | | |
|---|---|
| <input type="checkbox"/> Walker (Folding <input type="checkbox"/> Non-Folding <input type="checkbox"/>
<input type="checkbox"/> Cane
<input type="checkbox"/> Crutches
<input type="checkbox"/> Personal Care Attendants | <input type="checkbox"/> Manual Wheelchair*
<input type="checkbox"/> Motorized Wheel Chair*
<input type="checkbox"/> Three-wheel/four-wheel scooter |
|---|---|

* For safety reasons, all wheelchairs (manual or motorized) must come equipped with four anchoring devices for secure attachment to paratransit vehicle floor.

Fontana Community Senior Center Transportation Services Application Form (Continued)

3 – If this application was not fill out by applicant, please identify the person who did.

Last Name	First Name
Home phone number	Office phone number Ext.
Cell phone number	Relation to applicant

4 – Emergency Contact #1

Last Name	First Name
Home phone number	Office phone number Ext.
Cell phone number	Relation to applicant

5 – Emergency Contact #1

Last Name	First Name
Home phone number	Office phone number Ext.
Cell phone number	Relation to applicant

Release of Liability & Assumption of Risk

I, _____ on behalf of myself: or _____ on behalf of my minor child, hereby waive in advance any and all actions or causes of action and claims for injury or property damage which I may have, or which may hereafter accrue to me, my heirs or other successors as a result of my participation in any activity, or activities incidental thereto, (hereinafter referred to as the “activity”) sponsored by the City of Fontana. This is intended to release and hold harmless the City of Fontana and it’s elected officials, officers, employees, contractors and agents.

I understand that I must be in good health prior to participating in the activity. I understand that serious accidents occasionally occur to participants during such an activity, transportation to or from such an activity, and during activities incidental to such an activity. Knowing these risks, I expressly assume those risks and agree that under no circumstances will I, or any of my heirs or successors present any claim or action against the City of Fontana.

I also agree to be photographed, and or agree to have my child photographed, and release the use of the photographs for publicity in City of Fontana publications and other public information materials.

I hereby represent that I understand and am familiar with the nature of the activities in which I (or my child) will participate in this recreation program.

I personally read and understand this release.

Signature of applicant or legal representative ²

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Fontana Community Senior Center Transportation Services Rules for the Ride

The following rules and regulations pertain to the Fontana Community Senior Center Transportation Program. Please remember that this is a RIDE-SHARING program; all attempts will be made to meet your requests. Following the rules set forth by the transportation program staff allows for all passengers to be served efficiently. Thank you for your cooperation.

MAKING A RESERVATION

- Transportation trips may be reserved 3 to 30 days (Monday – Friday) prior to the date that transportation is needed. Reservations may be made by phone (909) 854 5175 or in person at the Fontana Community Senior Center.

When calling to make your reservation please have the following information:

1. Your name, address, and telephone number
 2. The exact name and address (including suite number, if known) of the pick-up and drop-off locations. If the rider's home address or destination is difficult to find, special driving instructions should be provided when a trip is reserved.
 3. Time of appointment (if necessary)
 4. Any special conditions (mobility aids, medical equipment, or caregivers traveling with you)
- **The transportation program operates within a 30-minute window on all pick up times.** Riders are asked to be ready to board the vehicle 15 minutes **BEFORE** or **AFTER** the scheduled pick up time. Driver will sound horn at arrival and wait a maximum of 3 minutes before proceeding to the next stop on the route.
 - If a vehicle has not arrived by the end of a customer's reserved 30-minute pick up window, the customer should call the Senior Transportation program office to report a late vehicle and to get an estimated arrival time. The Senior Transportation program monitors on-time performance closely and will make every effort to deliver service in a timely manner.

CANCELING A TRIP

- Customers must call the Senior Transportation office at least 1 hour prior to the beginning of the 30-minute window to cancel a previously reserved trip.
- Trips that are cancelled with less than 1 hour notice will result in a No-Show recorded on their customer's record.
- If three No-Shows are accumulated in a calendar quarter, transportation services may be suspended. The calendar quarters are as follows:

January 1 – March 31; April 1 – June 30; July 1 – September 30; and October 1 – December 31.

Fontana Community Senior Center Transportation Services Rules for the Ride (continued)

PERSONAL CARE ATTENDANTS

A Personal Care Attendant (PCA) is someone whose services or presence is required by the rider to meet his or her personal needs or to assist in traveling.

The need for a PCA shall be documented during the registration process. Customers should inform the reservationist when they will be traveling with a PCA to ensure an extra seat is reserved on the Senior Transportation vehicle. PCAs must have the same pick-up and drop-off location as the rider.

Senior Transportation riders who are eligible for PCA assistance are responsible for their own PCAs. PCAs are NOT provided by the Senior Transportation program staff. There is no additional charge for a PCA.

MOBILITY DEVICES

Riders may use wheelchairs, canes, walkers, and other common mobility devices on the Senior Transportation vehicles.

Wheelchairs must meet the ADA definition of a “common” wheelchair or mobility device. A common wheelchair is a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

Wheelchairs and other mobility devices must conform to the following dimensions:

- A maximum of 48 inches in length measured at 2 inches above the surface of the platform.
- A maximum of 30 inches in width measured at 2 inches above the surface of the platform.
- A maximum of 600 pounds when occupied.

Note: Riders with concerns about the size of their mobility devices and whether the device will fit on board the Senior Transportation vehicle may call the Senior Transportation office staff to arrange to have a staff member measure the device.

MOBILITY DEVICES AND CUSTOMER SAFETY

- Customers who are transferable, i.e. are able to move from their mobility device to the seat of the vehicle and back with a minimum of assistance, are encouraged to do so. A minimum of assistance is defined as a driver extending an arm or stabilizing the mobility device while the customer moves in and out of the device. Drivers are prohibited from lifting or carrying riders.
- For safety reasons, riders using three-wheel scooters are strongly encouraged to transfer out of their scooter into the seat of the Senior Transportation vehicle whenever possible.
- Drivers cannot transport mobility devices that are broken or damaged to the extent that they pose an immediate safety threat.
- The Senior Transportation program currently operates one wheelchair accessible vehicle. This limits the number of wheelchair bound passengers accepted into the program at any given time. If you are in need of a wheelchair accessible vehicle, please call the transportation office immediately to check for availability.

Fontana Community Senior Center Transportation Services Rules for the Ride (continued)

PACKAGES ON THE SENIOR TRANSPORTATION VEHICLES

Customers may bring up to four (4) grocery bags or the equivalent onboard a Senior Transportation vehicle. Equivalent items may be bags, packages, or suitcases. Included as “one bag” are large bags of animal food, large quantity packages of paper products, cases of soda, and anything too large to put into a single bag.

GENERAL POLICIES

- Drivers are required to transport riders to the pre-reserved destination indicated on the driver’s trip schedule. Drivers are not allowed to make any destination changes.
- Drivers are prohibited from entering a rider’s residence for any reason.
- Drivers may not request, nor accept tips (i.e. money, gifts, or presents) for the service that they provide.
- Riders are required to wear seatbelts while on Senior Transportation vehicles. Drivers can provide assistance with seat belts with permission from the rider.
- Smoking, eating, or drinking is NOT allowed while onboard a Senior Transportation vehicle.
- Riding any Senior Transportation vehicle under the influence of alcohol or illegal drugs is prohibited.
- Radios, cassette players, disc players, and MP3 players are not permitted to be played aloud while onboard a Senior Transportation vehicle.
- Customers are not to bring explosives, flammable liquids, acids, or other hazardous materials onboard a Senior Transportation vehicle.

SERIOUSLY DISRUPTIVE BEHAVIOR

ADA regulations allow paratransit service to be denied to riders who engage in violent, illegal, or seriously disruptive behavior. Seriously disruptive behavior can include the following:

- Getting out of a seat while a Senior Transportation vehicle is in motion.
- Leaving a Senior Transportation vehicle while it is parked to pick-up or drop-off another rider.
- Disturbing a Senior Transportation vehicle operator while the operator is driving.
- Disturbing other riders.
- Refusing to wear a seatbelt or refusing to exit the vehicle.
- Violent behavior.
- Physically or verbally threatening vehicle operator or other riders.
- Engaging in conduct or activity that is a danger to the customer, other customers, or the driver.
- Smoking while onboard a Senior Transportation vehicle.
- Damaging or destroying vehicle equipment.

Fontana Community Senior Center Transportation Services Rules for the Ride (continued)

QUALITY ASSURANCE

Compliments

If any Senior Transportation service staff has been particularly helpful, or has gone out of their way to offer assistance, contact the Senior Transportation office so a notice of commendation can be issued.

Complaints

Customers should file a complaint any time that the service is not satisfactory, safe or secure. Complaints must be filed with the Senior Transportation main office. Complaints may be filed in writing or by telephone by calling the Senior Transportation office.

To assist with the investigation, file the complaint as soon as possible. When filing a complaint, riders will be asked for the following information:

- The exact date and time of the trip.
- The description of the incident.
- The address of the pick-up location or destination.

All complaints are taken seriously and every effort is made to resolve complaints in a timely manner. Tracking numbers are assigned to each complaint received by the Senior Transportation office. Complaint tracking numbers are given to customers who report concerns for their future reference.