



MoVan Participant Intake Form

Participant Information

Last Name		First Name		Date of Birth	
Address		City		Zip	
Phone:		Email:			
Emergency Contact Name and Phone		Relationship to Participant			
Gender: ☐ Male ☐ Female		Escort: ☐ Yes ☐ No			
Participant Income					
☐ Extremely Low Income	☐ Very Low Income	☐ Low Income	☐ Moderate Income		
Mobility Status					
☐ Cane	☐ Walker	☐ Wheelchair			
☐ Scooter	☐ Crutches	☐ Other			
Disability ☐ Yes ☐ No					
Ethnicity					
☐ White	☐ Black/African American	☐ Amer. Indian/Alaskan Native			
☐ Asian	☐ Native Hawaii/Pacific Island	☐ Multi-Racial/Other			
Check additional box if participant identified as more than one race					
☐ Hispanic/Latin X ☐ White ☐ Black/African American					

All participants must sign form that acknowledges receipt of MoVan, Rider Policy and that they will abide by the policies while participating in the MoVan Senior Transportation Program.



**MOVAN SENIOR AND DISABLED
RIDER POLICY**
August 2024



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Purpose

This guide will provide you with an overview of the MoVan Program as well as roles and duties of the program administrator, contractor, and riders. It will also provide policies and procedures to manage any problems that may arise as a result of a van breakdown, contractor, or rider breach of contract.

What is MoVan

The MoVan is a non-ADA transportation service administered by the by “Friends of Moreno Valley Senior Center, Inc.” (Friends) Funding to pay for the program is secured from Riverside County Transportation Commission (RCTC) and Community Development Block Grant passed through the City of Moreno Valley.

MoVan is a safe and convenient form of transit service especially designed to meet mobility needs of seniors and disabled adult residents of Moreno Valley. MoVan transportation is the only curb-to-curb van to travel directly to our Senior Community Center and return you back home. We offer one-way service for medical appointments and shopping (return trips are based on the availability of the van).

Who is Eligible

Moreno Valley resident who is age 60 years of age or more, or an adult who is physically disabled who does not require assistance. For any rider needing assistance, it is required that you travel with an escort. Show of I.D. is required.

Cost

The cost of rides is set by the program and intended to be low-cost and affordable. Fares are as follows:

\$1.00 for one-way trips

\$2.50 for one-way trips outside of the city limits (Medical visits only)

Service Hours

8:15 a.m. to 4:45 p.m. (Hours and Services subject to change). Non-emergency medical transportation and trips for shopping are available between 10:45 a.m. – 12:00 p.m. These transportation services are based on availability and are one-way trips: return pick-up is based on availability of the van. The MoVan does not run on the following holidays:

New Year's Day

Martin Luther King's Holiday

President's Day

Memorial Day

Independence Day Holiday (July 4th)

Labor Day

Veteran's Day

Thanksgiving Day & Day After

Christmas Eve & Christmas Day

Note: Friends may request holiday service based upon availability and Board approval.

Reservations

Contact reservation clerk at (833) 745-8454 between the hours of 8:00 a.m. to 3:30 p.m. Monday through Friday to schedule ride. Appointments MUST be made 24 hours in advance.

Call at least one day before you need the service. Same day calls for service may be accepted ONLY on a space available basis. Every effort will be made to accommodate your request. Packages must be limited in size & number depending on space and the passenger's ability to manage them unassisted.

The following information is required to schedule an appointment:

- Name
- Pick-up Point (Full Address)
- Time
- Destination
- Return Time
- Are you physically disabled & if an aide will be accompanying you.

Note: Spanish translation is available.

Cancellation

For a same-day cancellation of a reservation, contact reservation clerk at (833) 745-8454 between the hours of 8:00 a.m. to 3:30 p.m. Cancellations should be made as early as possible but preferably one (1) hour before scheduled ride to allow dispatch ample time to contact driver. Rider must advise if they are cancelling the initial pick-up and/or the return trip.

Cancellations are very costly and may prevent another rider from participating in the MoVan Program. Before placing a reservation, riders should be certain that they really plan to travel. Excessive cancellations are an abuse of the program and may result in the suspension of service.

No-Shows

It is the goal of the Friends to always connect with passengers and provide their scheduled ride. When riders do not cancel at least one hour in advance, it is considered a "No-Show."

If a rider reserves service and decides not to travel, they must call the reservation clerk to cancel the trip at least one hour before the requested travel time or the rider's record will be marked "No-Show." Customers will not be marked as a No Show if the vehicle arrives more than 30 minutes late, early (before the pick-up time) or is not at the designated pick-up location due to an unforeseen emergency.

No Shows will be excused when they are the result of circumstances beyond the customer's control. Examples include Family emergencies, illness that precludes the rider from calling and appointments that ran long and did not provide the customer an opportunity to cancel in a timely manner.

Abusive and Disruptive Behavior

For the safety and comfort of all riders and drivers, Friends has established a policy that addresses when a rider's conduct may adversely affect others involved with the program. Disruptive and abusive behaviors include, but are not limited to:

- Hazardous Conduct: Any act which creates the potential for physical harm to the driver, other riders, or the general public
- Abusive Conduct: Any offensive act which invades the privacy rights of others, or touching another person in a rude, insolent, or angry manner. This includes but is not limited to verbal abuse of drivers and/or other riders.
- Harassment: Including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations.
- Disability Related Conduct: Any act that would qualify as misconduct but is the direct and immediate consequence of the rider's disability may result in the rider being required to travel with a personal assistant.
- Smoking in vehicles
- Refusing to follow van rules
- Eating or drinking in the vehicles
- Fare evasion
- Operating or tampering with any equipment while riding MoVan.
- Defacing van and or graffiti
- Refusing to comply with rider conduct agreement.

Warnings and Suspensions

Abuse of the program due to excessive cancellations, disruptive and hazardous behavior on the van may result in a temporary suspension or termination from the program. The Friends of Moreno Valley Senior Center, Inc. reserves the right to impose a suspension of up to 30 days if a pattern has been identified. All no shows are recorded by our third-party contractor and forwarded to the Friends Board of Directors.

Verbal and Written Warning

A verbal and written warning will be issued for the first instance of a program rules violation. If the Board has determined that the rider has abused the program, a suspension may be recommended.

Final Warning

A final warning will be issued in person by the Board for the second instance of a program rules violation. If the Board has determined that the rider has abused the program, this may result in a 30-day suspension.

Note: A special meeting will be held to discuss violations as needed to avoid delay in action.

Appeal Process

The rider has the right to appeal in writing describing their position on why they do not agree with the Board decision to issue a suspension for abuse of the program. The Board must receive it no later than 7 days after the official finding. Please attach any supporting documentation to persuade the Board to reverse the decision.

The Board will review the appeal and consider all facts and supporting documentation before making an informed decision to reverse the decision and reinstate the rider's privilege.

The Board will notify the rider in writing within 30 days of receipt of the appeal or after monthly Board meeting, whichever is first.

All Board actions will be documented and available for inspection by Board members, program administrators, RCTC, CDBG and other regulatory agencies upon request.

Title VI Compliance

Friends is committed to ensure that no person shall be excluded from the equal distribution of its transit services, programs, and resources because of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Complaint Process

Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI while using the MoVan may file a complaint with the Friends. All complaints will be fairly and objectively investigated.

For more information about Friends' Title VI Program or to file a complaint, you may contact the Title VI Administrator President by phone (951) 243-8713 or by visiting the Moreno Valley Community Senior Center, 25075 Fir Avenue, Moreno Valley, CA 92553.

A complaint may be filed directly with the Federal Transit Administration by filing a complaint with the Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590.

Driver Responsibilities

The drivers are vetted, trained and work for our third-party vendor Southland Transit, Inc. They are responsible for driving the MoVan owned and managed by Friends. The Drivers are responsible for:

- Providing safe, courteous, and reliable service.
- Providing door to door service.
- Reporting all accidents and incidents immediately.
- Providing a minimum amount of assistance for riders capable of transferring from a mobility aid. 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.
- Maintenance of the MoVan is not limited to car washes, oil changes and ensuring the interior and exterior of the van is clean and clear of debris.
- Keep Friends apprised of any mechanical problems and repairs to the van.
- Enforce all rider rules.
- Maintain appropriate licensing required to drive van.
- Attend safety trainings and any other trainings required to operate van safe.
- Take van in for maintenance according to manufacturer requirements.
- Refuel vehicle and park in designated City of Moreno Valley vehicle yard.
- Maintain a spare key for emergencies.
- Following Southland's Policy to report suspected elder abuse.
- Making departure announcements in the Moreno Valley Senior Center on intercom.
- Maintaining safety by not talking on cell phone while operating bus.

The driver is not responsible for:

- Carrying riders or wheelchairs up/ down flights of stairs.
- Providing wheelchairs or Personal attendants.
- Entering buildings or residences to search for riders nor search for riders in the Moreno Valley Center Senior Center.
- Waiting with a rider at a drop-off location.
- Calling riders on cellular phones or landlines.
- Waiting for riders longer than 3 minutes after their scheduled ride.
- Modifying his current route or schedule.

Rider Rights and Responsibilities

All riders have the right to:

- Travel in air-conditioned vehicles
- Drivers trained to meet riders' special transportation needs
- Safe, clean, properly equipped
- smoke-free vehicle
- Correctly fastened seat belts and/or wheelchair tie-downs
- Pick-ups within 30 minutes after the negotiated reservation time
- Riders are not required to be ready to travel before the negotiated pick-up time, but can do so if desired
- Professional and courteous treatment by staff and other passengers
- Refuse unsafe service and file complaints without fear of reprisal
- Prompt investigation and effective resolution of complaints.
- Current and complete program information
- Drivers are not permitted
- Travel with Service Animals

Rider is responsible for adherence to:

- Rider Conduct Agreement
- Refrain from engaging in hazardous conduct which means any act which creates the potential for physical harm to the driver, other riders, or the general public.
- Refrain from engaging in any offensive act which invades the privacy rights of others, or touching another person in a rude, insolent, or angry manner. This includes but is not limited to verbal abuse of drivers and/or other riders.
- Harassment Policies and not harass other riders including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations.
- Refrain from engaging in Disability Related Conduct: Any act that would qualify as misconduct but is the direct and immediate consequence of the rider's disability may result in the rider being required to travel with a personal assistant.
- Van rules by not smoking in vehicles.
- All MoVan rules are set forth by the Friends and vehicle driver.
- Refrain from eating or drinking in the vehicles.
- Paying for required fees to ride the van at the time of service
- Safety policies by not operating or tampering with any equipment while riding MoVan.
- Vandalism policies by not defacing the van nor writing graffiti in the interior nor exterior of vehicle.
- Maintain reasonable personal hygiene.
- Wear appropriate attire at all times, meaning shirt, pants, shoes. No bare feet and chests.
- Refrain from littering on the van.
- Refrain from making changes or cancellations within 2 hours to stay later at Senior Center or any other situation that arises.

Service Animal Policy

A service animal is any animal individually trained to provide assistance to an individual with a disability. Service animals perform functions and tasks that the individual with the disability cannot perform for themselves. No additional fee or deposit may be charged to transport service animals.

Emotional support animals are not trained to perform specific tasks for passengers with disabilities and are not considered service animals as defined in the ADA.

Friends' policy is to ensure the safety of all passengers.

Lost and Found Policy

Any article left in the MoVan vehicle will be turned into Friends by the driver. The Contractor will contact the rider and arrange for the article to be returned during the next service date or within seven days of contacting the rider.

In the event the Contractor cannot locate the rider within 30 days, the article shall become property of the Friends.

Customer Satisfaction Survey

Periodically, in-house telephone and field surveys as well as independent surveys may be conducted to gauge customer satisfaction. The survey questions are asked of a random sample of riders. Please help us by participating in the survey if a rider is contacted.

Policy and Procedures Acknowledgement Form

I _____ hereby confirm that I have received, read, and understand the MoVan Senior and Disabled Transportation Policy and Standard Operating Procedures. I understand that it is my responsibility to comply with the policies contained within as a condition of me being a Rider of the MoVan administered by Moreno Valley Senior Center, Inc.

This policy may be revised at the discretion of the Board based upon best practice or changes to program funding requirements.

Policy and Standard Operating Procedure: August 2024 adopted by the Board on _____.

MoVan Rider Name Printed: _____

MoVan Rider Name Signature: _____