MCDONOUGH COUNTY PUBLIC TRANSPORTATION

Passenger Handbook

CITY OF MACOMB
TRANSIT FACILITY
701 EAST PIERCE STREET
MACOMB, ILLINOIS 61455

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Service Statement:

The McDonough County Public Transportation Program (hereinafter referred to as "MCPT") is owned and operated by the City of Macomb. The mission of MCPT is to provide safe, reliable, clean and courteous public transportation services for all residents of Macomb and McDonough County. MCPT believes that passengers have certain rights and responsibilities and that they should have full knowledge of those rights and responsibilities. To this end, MCPT has developed this Passenger Handbook.

Passenger Bill of Rights:

MCPT passengers are entitled to:

- Safe, reliable and courteous demand response service in Macomb and McDonough County and fixed route service in the City of Macomb.
- Clean, comfortable and well-maintained public transportation vehicles that meet Illinois safety and vehicle inspection requirements.
- Fully trained drivers, neatly dressed and well mannered, whose names and photographs are displayed on identification cards worn by drivers.
- Compliance with all vehicle and traffic laws and regulations.
- Dependable appointment information and on-time service for both demand response and fixed route vehicles.
- Safe and orderly loading and unloading of passengers.
- Fair and reasonable fares.
- Diligent investigation and timely redress of complaints.

Description of Service:

MCPT provides the following public transportation services to the residents of Macomb and McDonough County:

- Fixed route bus service in the City of Macomb.
- Complementary ADA Paratransit demand response curb-to-curb and door-to-door service for Macomb residents unable to use regular fixed route bus service because of a disability. This service is provided is available in the City of Macomb within 3/4 mile of any bus route for any person who is unable to independently board, ride or disembark a fixed route bus because of a disability.
- Curb-to-curb and door-to-door demand response service in Macomb and McDonough County.
- Out-of-county non-emergency medical transportation for McDonough County residents to and from essential and necessary medical appointments within a two-hour drive from Macomb.

Service Area:

MCPT provides fixed route bus service and ADA Paratransit service in the City of Macomb; door-to-door and curb-to-curb demand response service in Macomb and McDonough County; and out-of-county non-emergency medical transportation for McDonough County residents within a two-hour drive from Macomb.

MCPT Public Transportation Providers:

The McDonough County Public Transportation Program uses the following organizations to provide demand response and fixed route service in Macomb and McDonough County:

Demand Response---Countywide demand response service and out-of-county non- emergency medical transportation.

Go West Transit---Fixed route bus service and complementary ADA paratransit service in the City of Macomb.

Days and Hours of Service:

Demand Response
Demand response service is available from 5:30 AM to 5:30 PM, Monday through Friday.

Out-of-county non-emergency medical transportation is available from 7:00 AM to 4:00 PM, Monday through Friday.

Fixed Route

Fixed route bus service is available according to published schedules. A published schedule is issued yearly and hours are based on when WIU is in session. Published schedules are available for pick up at the Transit Facility Center.

For the most up to date times and schedules please visit: Public Transportation | City of Macomb

Public transportation service is not provided on the following holidays:

- Demand response and out-of-county non-emergency medical transportation--New Year's Day or day observed, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving and Christmas Day or day observed.
- Fixed Route and complementary ADA paratransit transportation--New Year's Day, Memorial Day, Independence Day, Thanksgiving Day and Christmas Day.

ADA Paratransit
Complementary ADA paratransit service is available during the fixed route bus service hours and days of operation.

Fares:

The MCPT fare structure is as follows:

Fixed Route Bus System

- The fixed route bus system (Go West) is fare-free.

Complementary ADA Paratransit Service

- Complementary ADA Paratransit Service for the fixed route bus system (Go West) is fare-free.

Demand Response System

- $2.00 for a one-way trip within a McDonough County municipality and $3.00 for a one-way trip between McDonough County municipalities for riders seven (7) years of age to sixty (60) years of age.

- $1.00 for a one-way trip within a McDonough County municipality and $2.00 for a one-way trip between McDonough County municipalities for eligible disabled passengers. In order to qualify for the reduced disabled passenger fare, a passenger's disability must be verified by a doctor, counselor, psychologist or caseworker familiar with the passenger's disability. A letter must be sent or faxed (309-837-6408) to the MCPT central dispatch center by the professional verifying the passenger's disability.

- Senior citizens sixty (60) years of age or older ride for free.

- Persons under the age seven (7) accompanied by an adult ride for free.

- Prior day scheduling is required for all rides. An additional one-way fare of $4.00 will be assessed for passengers not scheduling rides at least one day in advance. The additional $4.00 fare will be waived for unanticipated medical or other emergencies. All passengers, regardless of age or disability, will be assessed this fare when calling for same day service.

Out-of-County Non-Emergency Medical Transportation

- $5.00 for a round trip between McDonough County and any location within a two-hour drive of Macomb.

Service Types:

Fixed route bus service is available in the City of Macomb for the general public, persons with disabilities and senior citizens. Service is available on twelve (12) designated routes throughout the community. Passengers are required to board and disembark buses at designated bus stops along the routes. Door-to-door and curb-to-curb service is not available on the fixed route system. All buses are equipped with wheelchair lifts and are fully accessible for disabled persons in wheelchairs. A fixed route service schedule is published annually prior to July 1st for the period July 1st through June 30th.

Complementary ADA paratransit service is available in the City of Macomb within 3/4 mile of any bus route for any person who is unable to independently board, ride or disembark a fixed route bus because of a disability. This includes persons who are unable to navigate the fixed route system without the assistance of another person. The service is also available to any person with a disability who has a specific impairment-related condition that prevents him or her from traveling to or from a boarding or disembarking location. Persons wishing to receive this service must be approved after completing and submitting an application (application and approval process is described later in this document). Eligibility may be permanent, conditional or temporary. Permanent eligibility is granted for up to four years and is applicable for all times that the fixed route system is operating. Conditional eligibility is determined for persons under certain conditions and will be determined on a trip-by-trip basis. Temporary eligibility is granted for an amount of time recommended by a medical professional.

Demand response service is available for the general public, disabled and senior citizens in the City of Macomb and McDonough County. Demand response service is either door-to-door or curb-to-curb, depending on the needs of the passenger. MCPT drivers are responsible for assisting passengers from door to door, especially frail and disabled passenger. Drivers are not allowed to go beyond the threshold of a passenger's residence or beyond the lobby of apartment buildings or office buildings. MCPT drivers will assist disabled and senior passengers in going up and down steps or ramps when it is determined by the drivers to be safe for both the passengers and the drivers. MCPT drivers will assist disabled and senior passengers in loading and unloading up to six (6) regular size grocery or shopping bags not weighing more than twenty (20) pounds per bag. MCPT will also provide service to personal care attendants and companions traveling with eligible riders.

Non-emergency medical transportation service is provided outside of McDonough County within a two-hour drive of Macomb. Non-emergency medical trips are defined as transportation to and from essential and necessary medical services that are not available in McDonough County. Rides must be scheduled at least two working days (defined as Monday through Friday) in advance of the appointment day. Persons are strongly encouraged to schedule rides far in advance of scheduled appointment dates. MCPT has a limited number of vehicles available for this service and may have to deny requests or require passengers to change appointment dates. Service is provided on a first-come, first served basis. Persons are limited to no more than three out-of-county trips in a thirty (30) day period. Non-medical related stops, other than restroom breaks and meals, will not be made during the trip. Persons scheduling trips must submit documentation from the health care provider stating they have a non- emergency medical appointment.

Animal Transportation Policy:

MCPT only allows for the transportation of service animals. At no time will any animal, other than a service animal, be transported in a MCPT demand response, fixed route, or complementary ADA paratransit vehicle. A service animal is defined as any animal described as a guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals are allowed in transit vehicles without muzzles. MCPT drivers may not insist on proof that an animal is a service animal. Drivers may ask passengers with a service animal what specific task the animal is trained to do.

Service animals will be required to remain on the floor and out of the aisle area of the transit vehicle. Passengers utilizing service animals will be responsible for the conduct of the service animals. Service animals that are disruptive and uncontrollable will not be allowed to ride. A service animal cannot be excluded from riding in a transit vehicle just because it barks.

Wheelchair and Wheelchair Lift/Ramp Information:

MCPT transportation vehicles are equipped with wheelchair lifts/ramps and wheelchair securement systems. Passengers needing mobility aids must provide their own. MCPT complies with ADA guidelines in accommodating all wheelchairs and mobility aids. The US Department of Transportation defines a wheelchair as a mobility aid belonging to any class of three- or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. Three-wheeled scooters and other non-traditional designs that fit within these standards will be transported in MCPT transportation vehicles.

The following MCPT guidelines and policies apply to wheelchair lifts/ramps and securement systems:

- Passengers using wheelchairs will be transported even if wheelchairs cannot be secured satisfactorily by the transit vehicle's securement system. Passengers who refuse to allow their wheelchair to be secured by the transit vehicle’s securement system will be denied transport.

- All passengers using MCPT demand response vehicles, including those in wheelchairs, are required to wear safety and shoulder belts. A waiver may be granted for medical reasons if requested by a licensed medical professional. Persons riding in fixed route buses are exempt from this requirement because such buses are not typically equipped with safety and shoulder belts.

- All wheelchairs must be secured in transportation vehicles facing forward using securement devices. Persons in wheelchairs will not be denied service because the securement system is not functioning.

- A passenger will not be asked to transfer out of a wheelchair into another seat in the transportation vehicle, but will be allowed to transfer to a regular seat if the passenger requests to do so, and is able to complete the transfer with no assistance from the driver.

- Electric wheelchairs/scooters and other electric assistive mobility devices must have the power turned off when secured.

- Drivers will permit passengers to use the lift or ramp to board or disembark the transit vehicle if they request to do so. Drivers will offer this option if they notice passengers having difficulty climbing the vehicle's steps.

- A driver may refuse to allow passengers from using the lift or ramp to board the transit vehicle if the lift cannot be deployed at the stop because of the surrounding area, the lift will be damaged if deployed at the stop, and/or all passengers are precluded from using the stop due to conditions that are not under the control of the MCPT.

- Passengers must ensure that ramp and wheelchair paths are properly paved and kept clear of snow, ice, parked cars, trash or other obstructions.

- MCPT drivers cannot and will not help wheelchair users up and down steps.

Disabled Passenger Services and Other Requirements:

MCPT is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, MCPT makes reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for reasonable modifications can be made by calling 309-837-3941 or e-mailing mcpt@837ride.com. For more information, visit Public Transportation | City of Macomb.

- Passengers will be allowed to travel with respirators or portable oxygen supply units. Persons scheduling demand response rides must notify the dispatcher at the time the ride is scheduled so that adequate time for boarding and disembarking can be scheduled.

- Personal care attendants traveling with passengers will ride for free. Companions riding with passengers will be charged the same fare as the passenger.

- Passengers with disabilities will be allowed adequate time to complete boarding and disembarking of transit vehicles. Drivers will offer to assist passengers as needed or requested.

- Information concerning the transit system, including this Riders Guide, is available in large type or Braille upon request by contacting the Transit Director at 309-837-3941.

- Fixed route bus stops will be announced at transfer points, major intersections and destination points, and all requested stops.

- Service may be refused to someone who engages in violent, seriously disruptive, or illegal conduct.

- One-on-one training on how to ride the fixed route bus system is available to persons with disabilities. Passengers wishing to receive this training should contact the MCPT fixed route provider (Go West Transit) at 309-298-3353.

Complementary ADA Paratransit Eligibility and Application Procedure:

Passengers with disabilities that may prevent them from using the MCPT fixed route bus service can apply for complementary ADA paratransit service. Applications can be obtained by contacting the following:

Student Development and
Success Center Western Illinois
University
1 University Circle
Macomb, Illinois 61455
Telephone: 309-298-1884
Fax: 309-298-2361
TTY: 309-298-1856
Email: disability@wiu.edu

Eligibility for complementary ADA paratransit service is determined by the Disability Resource Center and is based on a passenger's functional inability to use regular fixed route bus service. ADA has determined that the following three categories of passengers may be eligible for complementary paratransit service:

Eligibility Category 1 – Inability to Navigate System Independently
Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities is eligible for ADA paratransit.

Eligibility Category 2 – Lack of Accessible Vehicles, Stations, or Bus Stops
Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities if the individual wants to travel on a route on the system during the hours of operation of the system at a time, or within a reasonable period of such time, when such a vehicle is not being used to provide designated public transportation on the route is eligible for ADA paratransit.

Eligibility Category 3 – Inability to Reach a Boarding Point or Final Destination
Any individual with a disability who has a specific impairment-related condition which prevents such individual from traveling to a boarding location or from a disembarking location on such system is eligible for ADA paratransit.

Eligibility can be permanent, conditional or temporary. Permanent eligibility may be approved for up to a four-year period; conditional eligibility may be approved for up to four years for passengers able to use the fixed route bus system under certain conditions, but not under other conditions; and temporary eligibility may be approved for passengers with temporary disabilities for up to the amount of time recommended by a medical professional. New applications must be submitted to renew service after eligibility has expired. Renewal applications must be submitted at least 30 days prior to the expiration date of the eligibility period.

It may be necessary for ADA paratransit applicants to participate in an in-person evaluation to determine eligibility. Applicants will be notified if this will be required.

Visitors eligible for paratransit service by another agency may be given presumptive eligibility for up to 21 days.

ADA complementary paratransit service is available only in the City of Macomb at all times the fixed route bus system is operating.

Demand Response Service Scheduling Procedure:

Passengers must telephone the central dispatch center at 837-7433 to schedule a demand response door-to-door or curb-to-curb ride. Passengers are required to schedule rides 24 hours in advance (5:30 AM to 5:30 PM, Monday through Friday, excluding MCPT holidays). Passengers requesting same day service will be assessed a $4.00 additional fare in addition to the regular one-way fare. This additional fare will be waived for time sensitive medical services.

MCPT will attempt to schedule rides when requested by passengers. Passengers are encouraged to call as far ahead as possible for reservations. Dispatchers will not be responsible for confirming personal appointments. A requested pick-up or drop-off time may be adjusted by the dispatcher, if necessary, in order to maintain efficiency. MCPT requires a variance of fifteen (15) minutes before and after the scheduled pick-up time to allow for adjustments or alterations of appointments. Passengers are encouraged to be ready at least twenty (20) minutes prior to the scheduled pick-up time.

Cancellation Policy and Procedure--Demand Response Service:

Passengers are encouraged to cancel scheduled pick-ups in a timely manner. Cancellations can be made by telephoning the central dispatch center at 837-7433 between 6:00 AM and 6:00 PM, Monday through Friday. Cancellations should be made 24-hours in advance or as early as possible. Cancellations will be accepted up to one hour prior to scheduled pick-up times without penalty. Any cancellation received later than one hour prior to the scheduled pick-up will be considered a late cancellation and will be noted as such by the dispatcher in the passenger's record. A passenger having three or more late cancellations in a 30-day period when such cancellations account for more than 50% of the scheduled rides for such passenger will be considered excessive and the passenger will receive written notification of such via the U.S. Postal Service. A passenger having an additional cancellation during the next 30-day period after such notice will be denied service for a 15-day period following the additional cancellation. Passengers have a right to appeal the denial of service in accordance with the Appeal Policy.

Passenger No-Show Procedure--Demand Response Service:

Passengers are expected to be present and ready for transportation vehicles upon their arrival. Passengers who are not present for scheduled pick-up within five minutes of the arrival of the transportation vehicle are considered no-shows. All no-shows will be noted on the passenger's record by the central dispatch center. A passenger having three or more late cancellations in a 30-day period when such cancellations account for more than 50% of the scheduled rides for such passenger will receive written notification of such via the U.S. Postal Service. A passenger having an additional no-show during the next 30-day period after such notification will be denied service for a 15-day period following the additional no-show. No-shows that occur because of an emergency situation beyond the passenger's control will not be considered a no-show provided the passenger can provide a documented explanation. Passengers have a right to appeal the denial of service in accordance with the Appeal Policy.

Inappropriate and Illegal Behavior on Transportation Vehicles:

The following illegal and/or inappropriate behavior is not permitted on any MCPT transportation vehicle: smoking, eating and drinking, using foul language, harassment of other passengers and the driver, horseplay, fighting, carrying of any legal or illegal weapon, possession and/or use of illegal drugs or substances, transporting of hazardous substances and transporting open containers of alcohol.

Conditional and Restrictive Service:

Conditions and restrictions may be placed on certain passengers based on their conduct and how it may affect other passengers. The following requirements and regulations apply to conditional and restrictive service:

- Passengers having a history of violent or disruptive behavior that may be harmful to other passengers may be refused service or service may be conditional or restrictive.

- Passengers who participate in inappropriate behavior on transportation vehicles may be immediately denied service or have service restricted. Inappropriate behavior includes the following: individuals who engage in violent, seriously disruptive, or illegal conduct, or for persons who present a direct safety threat to others.

MCPT will notify passengers in writing via the US Postal Service of any conditions or restrictions placed on their transportation service.

Passengers placed on conditional or restrictive service must be given an opportunity for a hearing before an Appeals Committee consisting of the Mayor of Macomb, Macomb's Community Development Coordinator and the Transit System Director. Written and oral testimony will be accepted from any persons wishing to give such testimony, and all relevant records concerning the matter will be made available to the passengers. A request for an appeal must be filed in writing within sixty (60) days of the notification by the MCPT to the passenger of the conditional and/or restrictive service decision. The Appeals Committee must review the appeal and issue a decision within thirty (30) days. If a decision on the appeal is not made by the Appeals Committee within thirty (30) days of the completion of the process, the passenger's conditional and/or restrictive status will be lifted until such time as a decision by the Appeals Committee is made.

Safety and Security:

MCPT drivers are properly trained in accordance with state and federal laws and regulations. MCPT drivers receive training in defensive driving, passenger assistance, emergency procedures, seat belt and wheelchair securement procedures, evacuation procedures, bloodborne pathogens exposure control, and other safety and security areas.

MCPT drivers are required to undergo drug and alcohol training and testing in accordance with Federal Transit Administration rules and regulations, including pre-employment, random, reasonable suspicion, post-accident and return to duty testing.

MCPT drivers are required to perform pre-trip and post-trip inspections of their vehicles on a daily basis and any problems noted are immediately addressed by certified mechanics. MCPT has stringent policies for maintaining all demand response and fixed route vehicles. MCPT is committed to keeping all vehicles properly maintained, clean and in safe working order.

All passengers on MCPT vehicles aged seven (7) and under must be accompanied by a passenger at least fourteen (14) years of age.

All passengers in demand response vehicles are to be seated and are required to use safety belts while vehicles are in motion. All wheelchair passengers will be secured to the vehicle utilizing wheelchair tie-downs. Passengers will not be required to wear safety belts if they have a documented medical condition that prohibits their use.

Children under the age of eight (8) years of age riding in MCPT demand response vehicles must be secured in appropriate child safety seats that meet the standards of the United States Department of Transportation. Child safety seats include infant seats, convertible seats and booster seats used with the vehicle lap shoulder belt system Child safety seats will be secured in forward facing seats in the transportation vehicles. Passengers are required to provide the child safety seat. Drivers will assist passengers in securing child safety seats in the vehicles. Drivers will not place demand response vehicles in motion until children are appropriately secured.

MCPT vehicles may not operate when roads are icy or impassable because of heavy snow. Service cancellations will be broadcast on local radio stations.

MCPT drivers are trained in emergency evacuation procedures in the event of an accident. Passengers should follow driver's instructions and should remain calm. Passengers evacuated from vehicles should stay off the roadway in a safe location.

Passengers are responsible for notifying drivers if they or other passengers become ill, injured or are in distress while on MCPT vehicles.

MCPT vehicles have insurance coverage that complies with legally mandated minimums.

Passenger Comment, Complaint, and Appeal Procedures and Policy:

MCPT is committed to being responsive to passenger complaints, comments and recommendations. All complaints, comments and recommendations should be addressed according to the Complaint/Procedure/Policy. Complaints may be either informational or formal in nature. Both types of complaints will be investigated. Supervisors shall be responsible for taking both types of complaints. Positions classified as supervisory in nature include the following: Transit Director, Assistant Director, General Manager, and Operations Manager. All MCPT drivers and other personnel shall refer all persons wishing to file a complaint or suggestion to their supervisor.

The supervisor (Transit Director if the complaint involves a supervisor or City Administrator if the complaint involves the Transit Director) must begin the investigation of the complaint within ten working days of the date the complaint was filed in order to ensure that the details of the event are fresh in the minds of all involved. All employees involved in the complaint will be interviewed by the supervisor (Transit Director or City Administrator).

If the customer is not satisfied with how the complaint was resolved, he/she has the right to appeal the decision as follows:

- All decisions made by supervisors may be appealed to the Transit Director.
- All decisions made by the Transit Director may be appealed to the City Administrator.
- All decisions made by the City Administrator may be appealed to the McDonough County Public Transportation Committee. The MCPT Committee's decision shall be final.

Passengers wishing to appeal restrictions on service, denials or suspensions on service, or any other decision rendered by MCPT have the right to file an appeal request, which must be in writing, stating the reasons why he/she disagrees with the supervisor's, Transit Director's or City Administrator's decision. Passengers must submit their written appeal request within ten (10) calendar days of the date on any notice letter or the date of the decision, if no written notice provided. The submission date shall be the postmark date for mailed items, the date of any email received, or the date received if delivered in person. The Transit Director, City Administrator or MCPT Committee shall reply in writing to the customer within 30 days of the date the written appeal is received, to the following address:

MCPT Transit Director
701 East Pierce Street
Macomb, Illinois 61455
Telephone: 309-837-7433
Fax: 309-575-3014
TTY: 309-836-6041
Email: mcpt@837ride.com
Website: Public Transportation | City of Macomb

All complaints, comments and recommendations will be handled in a timely and efficient manner. The full policy is available on the website above.

Information:

MCPT is committed to providing quality public transportation for the residents of Macomb and McDonough County. Information concerning public transportation services can be obtained by contacting the following:

Demand Response and Out-of-County Non-Emergency Medical Transportation: 309-837-7433.

Fixed Route Transportation and Complementary ADA Paratransit Service: 309-575-3333.

This document is available in the following alternative formats upon request: Braille, large print, audiotape, flash drive.

MCPT reserves the right to make changes to policies and procedures at any time without notice.

MCPT and its provider agencies do not discriminate in admission to programs or treatment of employment in programs in compliance with the Illinois Human Rights Act, the U.S. Civil Rights Act, Section 504 of the Rehabilitation Act, the Age Discrimination Act, the Age Discrimination in Employment Act and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department of Aging. For information, call 1-800-252-8966 (Voice and TDD) or contact the Program Manager at WIAAA, 1-800-322-1051.