



Hancock County Public Transportation

Passenger Handbook

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Service Statement

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

Passenger Bill of Rights

HCPT passengers are entitled to:

- * Safe, reliable and courteous demand response service in Hancock County.
- * 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 demand response vehicles.
- * Safe and orderly loading and unloading of passengers.
- * Fair and reasonable fares.
- * Diligent investigation and timely redress of complaints.

Description of Service

The HCPT provides the following public transportation services to residents of Hancock County:

- * Curb-to-curb and door-to-door demand response service in Hancock County municipalities and rural areas.
- * Out-of-county non-emergency medical transportation for Hancock County residents to and from essential and necessary medical appointments within a two-hour drive from Carthage.

Service Area

HCPT provides door-to-door and curb-to-curb demand response service in all of Hancock County; and out-of-county non-emergency medical transportation for Hancock County residents within a two-hour drive from Carthage.

HCPT Public Transportation Providers

The HCPT uses the following organizations to provide demand response in Hancock County:

- * McDonough County Public Transportation/Bridgeway--Out-of-county non-emergency medical transportation
- * McDonough County Public Transportation/Bridgeway--Countywide demand response service

Days & Hours of Service

- * **Demand response service** is available from 8:00 am to 4:30 pm, Monday through Friday.
- * **Out-of-county non-emergency medical transportation** is available from 8:00 am to 4:30 pm, Monday through Friday.

- * Public transportation is not provided on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving and Christmas Day.

Fares

The HCPT fare structure is as follows:

Demand Response Service

- * \$2.00 for a one-way trip within a Hancock County municipality and \$3.00 for a one-way trip between Hancock County municipalities for riders 6 years of age to 60 years of age.
- * \$1.00 for a one-way trip within a Hancock County municipality and \$2.00 for a one-way trip between Hancock County municipalities for eligible disabled passengers. In order to qualify for the disabled passenger reduced 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 HCPT central dispatch center by the professional verifying the passenger's disability.
- * Senior citizens 60 years of age or older ride for a donation. Seniors will be sent a statement reflecting the amount they may donate towards the full cost.
- * Persons under the age of six 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 one-way trip between Hancock County and any location within a two-hour drive of Carthage. A round trip fare is \$10.00.

Service Types

Demand Response Service

Demand response service is available for the general public, disabled and senior citizens in Hancock County. Demand response service is either door-to-door or curb-to-curb, depending on the needs of the passenger. HCPT drivers are responsible for assisting passengers from door-to-door, especially frail and disabled passengers. Drivers are not allowed to go beyond the threshold of a passenger's residence or beyond the lobby of apartment or office buildings. HCPT 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. HCPT 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. HCPT will also provide service to personal care attendants and companions traveling with eligible riders.

Non-Emergency Medical Transportation Service

Non-emergency medical transportation service is provided outside of Hancock County within a two-hour drive of Carthage. Non-emergency medical trips are defined as transportation to and from essential and necessary medical services that are not available in Hancock County. Rides must be scheduled at least two working days (defined as Monday through Friday) in advance of the scheduled appointment day. Persons are strongly encouraged to schedule rides far in advance of scheduled appointment dates. HCPT has a limited number of vehicles 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. A person needing a wheelchair accessible vehicle must inform the Central Dispatch Center when scheduling a trip. HCPT will assume that the passenger does not need to be transported in a wheelchair accessible vehicle unless the passenger states the need when the appointment is made. 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 concerning the purpose of and need for the non-emergency medical appointment. HCPT reserves the right to deny service if the need is not adequately documented as necessary or essential or if the medical need is considered to be an emergency situation where transportation should be provided by an ambulance. Personal care attendants must accompany riders with special needs.

Scheduling Procedures

Demand Response Service

Passengers must telephone the central dispatch center at 1-877-371-4278 to schedule a demand response door-to-door or curb-to-curb ride. Passengers are required to schedule rides 24 hours in advance (8:00 am to 4:30 pm, Monday through Friday, excluding HCPT 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 medical related emergencies.

HCPT 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. HCPT 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

Passengers are encouraged to cancel scheduled pick-ups in a timely manner. Cancellations can be made by telephoning the central dispatch center at 1-877-371-4278 between 8:00 am and 4:30 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. Three or more late cancellations in a 90 day period will be considered excessive and the passenger will receive written notification of such via the U.S. Postal Service. Passengers having additional late cancellations during the next 90 day period will be assessed at \$5.00 late cancellation fee, payable at the next boarding call.

Passenger No-Show Procedure

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. No-shows will be assessed a \$5.00 charge payable upon the next boarding call. Three or more no-shows in a 90 day period will be considered excessive and the passenger will receive written notification of such via the U.S. Postal Service. A passenger having an additional no-show during the next 90 day period 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 be considered a non-chargeable no-show, provided the passenger can provide a documented explanation.

Wheelchair & Wheelchair Lift/Ramp Info

HCPT transportation vehicles are equipped with wheelchair lifts/ramps and wheelchair securement systems.

Passengers needing mobility aids must provide their own. HCPT complies with ADA guidelines in accommodating all "common wheelchairs" and mobility aids in common use, including Segways and other scooter style devices. ADA defines a common wheelchair as a wheelchair that does not exceed 30 inches in width and 48 inches in length, measured two inches above the ground from the widest part of the wheel to the footrest, and does not weigh more than 600 pounds when occupied. Wheelchairs are defined as both three-wheeled and four-wheeled mobility aids. Three-wheeled scooters and other non-traditional designs that fit within these standards will be transported in HCPT transportation vehicles.

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

- * Passengers using common wheelchairs will be transported even if wheelchairs cannot be secured by the transit vehicle's securement system.
- * All passengers using HCPT 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.
- * 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 wheelchair/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 at the stop, and/or all passengers are precluded from using the stop due to conditions that are not under the control of the HCPT.
- * Passengers must ensure that ramp and wheelchair paths are properly paved and kept clear of snow, ice, parked cars, trash or other obstructions.
- * HCPT drivers cannot and will not help wheelchair users up and down steps.

Animal Transportation Policy

HCPT only allows for the transportation of service animals. At no time will any animal, other than a service animal, be transported in a HCPT demand response vehicle. A service animal is defined 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. HCPT drivers will not insist on proof that an animal is a service animal. Drivers will not ask passengers about their disabilities or why they need a

service animal. 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.

Disabled Passenger Services & Requirements

- * Passengers with disabilities 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 Passenger Handbook, is available in large type or Braille upon request by contacting the Transit Director at 309-837-3941.
- * An attendant may be required for certain passengers with mental conditions that may cause them to be disruptive or to accost other passengers. Service may be refused to passengers who have a history of violent or disruptive behavior that may be harmful to other passengers.
- * One-on-one training on how to ride the demand response system is available to persons with disabilities. Passengers wishing to receive this training should contact the Central Dispatch Center.

Inappropriate and Illegal Behavior on Transportation Vehicles

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

Conditional & 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 with 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.
- * Attendants may be required for passengers with mental conditions that may cause them to be disruptive or to accost other passengers.
- * Passengers with excessive no-shows as defined in the passenger no-show procedure may be denied service after appropriate notification.
- * Passengers who participate in inappropriate behavior on transportation vehicles may be immediately denied service or have service restricted. Inappropriate behavior includes the following: eating and drinking on transit vehicles, using foul language, harassment of other passengers or the driver, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances, transporting hazardous substances on transit vehicles, and transporting open containers of alcohol.

HCPT will notify passengers in writing via the U. S. 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 Hancock County Board Chair, the Hancock County Transportation Committee Chair 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 60 days of the notification by the HCPT to the passenger of the conditional and/or restrictive service decision. The Appeals Committee must review the appeal and issue a decision within 30 days. If a decision on the appeal is not made by the Appeals Committee within 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 & Security

HCPT drivers are properly trained in accordance with state and federal laws and regulations. HCPT 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.

HCPT 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.

HCPT 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. HCPT has stringent policies for maintaining all demand response vehicles. HCPT is committed to keeping all vehicles properly maintained, clean and in safe working order.

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 years of age riding in HCPT 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.

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

HCPT 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 HCPT vehicles.

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

Passenger Comment & Complaint

HCPT is committed to being responsive to passenger complaints, comments and recommendations. All complaints, comments and recommendations should be addressed to the following:

Transit Director
223 South Randolph St.
Macomb, IL 61455
Telephone: 309-837-3941
Fax: 309-836-3640
TTY: 309-837-6402

All complaints, comments and recommendations will be handled in a timely and efficient manner.

Information

HCPT is committed to providing quality public transportation for the residents of Hancock County. Information concerning public transportation services can be obtained by contacting the following:

Demand response and out-of-county non-emergency medical transportation: 1-877-371-4278 or TTY309-837-6402.

This document is available in the following alternative formats upon request: Braille, large print, audiotape or computer disc.

HCPT reserves the right to make changes to policies and procedures at any time without notice. For more information, visit the HCPT website at: www.hancockhealth.info/Rides.

HCPT 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 the right to file a complaint with the Illinois Department of Aging. For information, call 1-800-252-8966 (Voice and TDD).



Hancock County Public Transportation

Service complaints and questions should be directed to: Transit
Director, 223 South Randolph Street, Macomb, Illinois, 61455,
309/837-3941 or gary@wirpc.org.