

## SERVICE

Jo Daviess County Transit (JDCT) operates a Demand **Responsive** Service. There are no Fixed Routes or designated stops for getting on or off the vehicles. **Drivers are not to go beyond the threshold of a passenger's residence or the main door of a building, such as an apartment or office building.**

The JDCT Driver will assist passengers on and off the vehicle upon request.

A "Personal Care Attendant" (PCA) if needed, may accompany a passenger at no extra charge. Companion riders may accompany a passenger, but must pay a fare. Please be sure to notify JDCT at the time you schedule your trip that a PCA or companion rider will be riding with you, so we can guarantee available seating.

Service animals are allowed on JDCT vehicles. At no time will any animal other than a service animal be transported. Service animals will be required to remain on the floor and out of the aisle area of the bus. The passenger utilizing the service animal will be responsible for its conduct.

Service to persons using respirators or portable oxygen will not be denied, however the apparatus must be secured at all times while the vehicle is in motion.

Adequate time will be given for individuals with disabilities to board and disembark the vehicle.

## RESERVATION SCHEDULING PROCEDURE

JDCT attempts to schedule your ride when you request. Passengers must call **1-815-777-8088** at least 24 hours in advance, Monday through Friday, between **8:00am and 4:00pm** to schedule transportation. Passengers are encouraged to call as far ahead as possible for reservations. The dispatcher will not be responsible for confirming personal appointments or addresses. A pickup or drop off time may be adjusted by the dispatcher if necessary, in order to maintain efficiency. Therefore, it is recommended passengers be ready 15 minutes prior to the scheduled pickup time.

## CANCELLATION PROCEDURE

In an effort to coordinate and distribute services to the greatest number of people in our service area, JDC encourages and appreciates patrons who cancel in a timely manner. **Cancellations should be made 24 hours in advance or as early as possible, with a minimum of one hour notice.**

## PASSENGER NO-SHOW PROCEDURE

Scheduling a trip and then failing to use the service without properly canceling the trip causes serious transportation and scheduling problems for JDCT and its passengers. It is the responsibility of JDCT to ensure that as many passengers as possible have the opportunity to participate in the program.

The bus will wait no more than five minutes past the scheduled pickup time before proceeding to the next location. Please refer to the cancellation procedure in the event of unforeseen circumstances.

## SAFETY

All passengers are required to be seated and using seat belts while the vehicles are in motion. All wheelchairs will be secured to the vehicle utilizing wheelchair tie-downs.

JDCT drivers will provide a safe, secure plan for the passenger's mobility devices, packages, and service animals.

JDCT drivers inspect their vehicles on a daily basis using a thorough Pre-Trip Inspection Form and any problems noted are immediately addressed by a qualified mechanic. JDCT is committed to the safe operation of its vehicles, including the safe boarding and exiting of passengers.

### **INCLEMENT WEATHER**

JDCT vehicles may not operate when road conditions are unsafe. Should JDCT restrict service due to inclement weather, JDCT will contact passengers who have reservations on an individual basis.

### **EMERGENCY PROCEDURES**

JDCT drivers are thoroughly trained in emergency evacuation procedures in the event of an accident. Basic procedures include following driver instruction, remaining calm, implementing an orderly evacuation of the vehicle if warranted, staying off the roadway in a safe location until further notification, calling for emergency response if required, and not smoking near the vehicle. Passengers are responsible for notifying the driver if they are ill, injured, or in distress while on the vehicle.

### **PASSENGER CONDUCT & RESPONSIBILITIES**

JDCT will not be responsible for checking/signing persons in or out of any facility. If a personal care attendant is needed, it is the responsibility of the passenger to provide one. JDCT requires all passengers to be courteous and considerate of the other passengers and the driver. Instructions from the driver are to be followed by all passengers. Behavior that may affect the safety of other passengers or the driver will not be tolerated. A case by case ruling will decide the continuation of carriage of such persons or groups and may require the presence of one or more escorts to be provided by the family/residential or daycare facility, social/welfare/health care agency as appropriate. Inappropriate behavior will result in the passenger being suspended from riding on JDCT vehicles until behavior is rectified. Inappropriate behavior includes: eating, drinking, use of tobacco products, foul language, disruptive behavior, harassment of other passengers/driver, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances, or having open containers of alcohol while on the vehicle.

Transportation of any hazardous substance (acid, gasoline, etc) is prohibited. Weapons of any sort are not allowed on vehicles. Any passenger taking prohibited items on a JDCT vehicle will result in immediate suspension of service.

### **JO DAVIESS COUNTY TRANSIT RESERVES THE RIGHT TO REFUSE SERVICE TO ANY INDIVIDUAL VIOLATING THESE PROCEDURES**

Please call the office at 815-777-8088 for the procedures to appeal decisions.

## **WHEELCHAIR/LIFT INFORMATION**

JDCT vehicles are equipped with wheelchair lift or ramp and wheelchair tie-down equipment. Riders needing mobility aids must provide their own. JDCT complies with ADA guidelines in accommodating all “common wheelchairs” and mobility devices in common use.

“Common Wheelchair” definition: a mobility device that does not exceed 30 inches in width and 48 inches in length, measured two inches above the ground, and does weigh more than 600 pounds when occupied. Wheelchairs are defined to include both three and four wheeled mobility aides. Segways and three-wheeled “scooters” and other non-traditional designs that fit within the standards will be transported.

**JO DAVIESS COUNTY TRANSIT RESERVES THE RIGHT TO REFUSE SERVICE TO ANY INDIVIDUAL USING A MOBILITY AID THAT EXCEEDS THE ADA DEFINITION OF “COMMON WHEELCHAIR”**

## **PASSENGER COMMENTS AND/OR COMPLAINT PROCEDURES**

Jo Daviess County Transit is committed to being responsive to passenger percepts about our service. We encourage your comments and recommendations. Please send written comments, recommendations, and/or complaints to the following address:

**Jo Daviess County Transit**

**710 S. West St.**

**P.O. Box 6087**

**Galena, Illinois 61036**

Verbal comments, recommendations and/or complaints may be registered by calling:

**815-777-8088 - Direct Line**

**866-648-5901 - Toll Free**

**800-526-0857 - TTY and Voice User**

## **ACCESSIBLE FORMATS**

This brochure is available in accessible formats upon request including large print, Braille, and via our website at [www.jodaviess.org/transit](http://www.jodaviess.org/transit) . Accessible formats are available by contacting the offices of the Jo Daviess County Transit.

Jo Daviess County Transit does not discriminate in admission or treatment of employment in programs that are in compliance with The Illinois Human Rights Act, Section 504 of The Rehabilitation Act, The Age Discrimination Act, The Age Discrimination in Employment Act, and U.S and Illinois Constitutions.

**Jo Daviess County Transit is a County General Public Transportation System that receives financial assistances from:**

**The Federal Transit Administration**

**The Illinois Department of Transportation**

**The City of Galena**