

Central Illinois Public Transit & Effingham County Public Transportation Passenger Handbook

The goal of Central Illinois Public Transit/Effingham County Public Transportation is to provide, safe, reliable, and timely transportation to the residents of the seven county service area; by ensuring punctuality, accessibility, courtesy, cleanliness, and serviceability, and safety at all times to our riders.

The following information is designed to clarify the expectations of Central Illinois Public Transit/Effingham County Public Transportation riders, drivers, and other employees to promote safety, efficiency and effectiveness.

Everyone (drivers, employees and passengers) is required to follow these regulations without exception.

Passenger Complaints

CIPT/ECPT strives to offer safe, affordable, and on time transportation services. All CIPT/ECPT staff should be friendly and courteous at all times. If CIPT/ECPT service did not meet your expectations, please call us at 217/342-2193 x161 or x162 or complete a complaint procedure written form and send to:

Central Illinois Public Transit
Attention: CIPT Program Director/Program Manager
1805 S. Banker Street
PO Box 928
Effingham, IL 62401

Forms are available at:
1805 S. Banker St., Effingham IL 62401
Or via our website at www.cefseoc.org

* Upon receipt of written complaint contact will be made within 3 business days to discuss the complaint.

What is Central Illinois Public Transit/Effingham County Public Transportation?

CIPT/ECPT is a demand-response, door-to-door public transportation service which serves all populations.

CIPT serves the counties of Shelby, Christian, Clay, Fayette, Montgomery, and Moultrie.
ECPT serves Effingham County.

Demand-response means that riders call the dispatch office in advance to schedule their ride (whenever possible, we request that you call to schedule at least 24 hours before you need your trip.)

You can use CIPT/ECPT to go anywhere you need: to visit friends or family, get groceries, go to work or school (when not provided by school), anywhere that you'd drive yourself. Just call ahead, pay your fare, and go.

Please note, CIPT/ECPT is NOT an *emergency medical* transportation service and our drivers are not paramedics. If you are experiencing a medical crisis, please call 911.

Financial Support

Financial support for CIPT/ECPT comes from:

- Illinois Department of Transportation
 - Illinois Department of Human Services Title XX
 - Area Agency on Aging for Lincolnland – not in Effingham County
 - Midland Area Agency on Aging
 - Service contracts with agencies, businesses, and groups
 - General Public
-

Dispatch and Public Transportation Hours of Operation:

Central Illinois Public Transit operation hours are 6:00 AM to 5:00 PM, Monday through Friday.
Effingham County Public Transportation Hours are 6:00 AM to 8:00 PM, Monday through Friday.
Dispatch office hours are 6:00AM to 6:00PM – Monday through Friday. Please call dispatch back if you don't receive a call the next business day after leaving a message.

Service Interruptions

In case of service interruptions (snow, ice, fog, etc.) please understand that we may be running behind. We want to ensure safety and will take all precautions necessary to provide safe travels for all of our riders.

If there are any schedule changes due to bad weather, CIPT/ECPT will contact riders who have a scheduled trip by phone. We will also make announcements of any schedule changes due to bad weather via our Facebook page and by radio on the following stations:

WXEF	WPMB	WITT	WSMI
WCRC	Jack FM	WNOI (FM103.4)	WMKR
WHQQ	WRAN	KJ Country	WQLZ

Passenger Registration:

We ask that that first time passengers register with the dispatch office at least 24 hours before needing a ride by calling: 1-855-755-2478. The dispatcher will ask you your name, date of birth, pick-up address, and destination address. If you are age 60 and over additional questions may be asked to qualify for senior grant funding.

Cost:

Fare Structure:

In County Fares

- \$3 per one-way trip
- Children 0-5 ride free with paying adult
- Children 6-12 are \$2 per one-way trip

Monthly Passes

- Monthly Pass \$35.00
- Monthly pass for person with a disability \$15.00

Discount Tickets

- Books of 10 tickets (No expiration date) \$20.00

Out of County

Call the dispatch office for rates. These rates will vary depending on the provider that is able to take you to your destination of choice.

Trip locations:

You can use CIPT/ECPT to go anywhere within our service area. Some examples of trips include:

1. **Shopping Trips:** including trips to the grocery store, pharmacy, Wal-Mart, etc.
2. **Various reasons:** such as visiting friends or family, club activities, beauty or barber shop appointments, visitations, banking, business matters, etc.
3. **Doctor Appointments:** Doctors' offices, medical facilities, dialysis, cancer centers, outpatient surgery, and hospitals.
4. **Work Trips:** take CIPT to get to work/home and for volunteering.
5. **Education:** for classes scheduled during our hours of operation (7am-5pm). In addition, we take people to day care centers and pre-schools. For school-age transportation to local elementary and secondary schools; the students must reside outside the Community Unit School Bus service area.
 - Day Care
 - Preschool
 - Grade School
 - Jr. High
 - High School
 - College

6. **Senior Centers and Nutrition Sites:** for meals, classes, recreational activities, assistance with forms such as Medicare, Part B, energy assistance, etc.

Reservations:

Reservations can be made Monday - Friday from 6:00 A.M. to 6:00 P.M., by calling 1-855-755-2478. 24 hour advance registration is advised, same day requests will be filled if availability permits.

Please note: due to availability we may be unable to accommodate all requests but will offer other dates and/or times that are available to assist you in meeting your needs.

How to reserve a ride:

Transportation times are
CIPT 6:00 AM to 5:00 PM
ECPT 6:00 AM to 8:00 PM

To reserve a ride, just call the dispatch office at 1-855-755-2478 and have the following information ready:

- Rider name and address
- Telephone Number
- Date needing ride
- Time needing ride
- Location to be picked up at
- Location going to
- Number of stops needed
- Let us know if escort will ride with you

You will be given a reservation number, please keep this number for all inquiries concerning this ride. Drivers are not allowed to make reservations from their vehicle. You must call the dispatch office to reserve your ride.

Pick Up and Return Rides:

Your pick-up window is 15 minutes before and 15 minutes after your scheduled pick-up time, so please be ready 15 minutes before your requested pick-up time and schedule accordingly.

Please be ready when the vehicle arrives. Passengers who are prompt help us to be on time for the next rider, which enables us to provide better and faster service for everyone.

Upon arrival, the driver will wait 5 minutes (unless schedule allows longer), and then depart.

Because the vehicles are routed prior to your pick-up time, we may not be able to come back to get you until the next scheduled time the driver is in your area.

Adequate time for vehicle boarding and disembarking will be allowed and should be noted by your dispatcher when you call for your reservation.

Cancellations:

If you need to cancel your trip, please call as soon as possible. At a minimum, you must call the dispatch office (1-855-755-2478) one (1) hours before your scheduled pick-up time.

By canceling if you don't need a ride; we can avoid unnecessary trips and keep costs and inconvenience to other passengers down.

Thank you for your cooperation.

Service Area:

Central Illinois Public Transit/Effingham County Public Transportation is operated in Shelby, Moultrie, Douglas, Montgomery, Fayette, Clay, Christian and Effingham Counties.

- Passengers may travel anywhere in their county.
 - Passengers may travel through multiple counties in the service, however transfers may be required with additional ride fees per bus traveled in.
 - Out-of-County/Out of Service area transportation is also available. Rates for out of county/out of service area are \$1/mile, contact dispatch for more information.
-

No Show/Late Cancellation Policy:

It is the policy of Central Illinois Public Transit/Effingham County Public Transportation that paratransit passengers who establish a pattern or practice of excessive "No-Shows" or "Late Cancellations" shall be subject to temporary suspension of service. While CIPT/ECPT understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons beyond their control, repeatedly missing trips or failing to cancel trips in a timely manner can have a negative impact on provision of service to other passengers.

Definitions:

No-show: A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window of 15 minutes before the scheduled pick up to 15 minutes after the scheduled pick up time. The driver will wait 5 minutes for the rider to appear.

Late Cancellation: A late cancellation is defined as a cancellation made less than one hour before scheduled pickup time or as a cancellation made upon vehicle arrival.

Central Illinois Public Transit/Effingham County Public Transportation does not count as no-shows or late cancellations, any missed trips due to our error, such as:

- Trips placed on the schedule in error or failure to cancel a trip per request.
 - CIPT/ECPT will provide the rider with a cancellation number upon trip cancellation. Please retain this number. This number will be your proof that you cancelled a ride in the event of any disputed no-shows.
- Early morning trips that are unable to be cancelled in a timely way due to dispatch office hours unless they become a pattern of 10% of schedule early morning rides.

- Dispatch office hours are 6 A.M. to 6 P.M., we strongly suggest calling and leaving a message even if it may not be received on time or calling before 6 P.M. the night before if aware of need to cancel reservation.
- Failure to pick up at the correct location
 - If pickup location has various entrances, please specify which entrance you will appear from.
- Drivers failing to arrive within the pickup window and/or failing to wait 5 minutes.
 - Our vehicles are equipped with an Automatic Vehicle Locator, and we can confirm vehicle location/location duration at disputed time.

Central Illinois Public Transit/Effingham County Public Transportation does not count as no-shows or late cancellations due to situations beyond a rider's control that prevent the rider from notifying us such as medical and family emergencies or appointments that run unexpectedly late. We do ask that you let us know such an event has occurred as soon as you are able so we can make sure the missed ride is not recorded as a no-show.

Subsequent Trips: If a passenger fails to appear for a scheduled pickup or late cancels a pickup and has one or more other trips (e.g. return trip) on the same day, CIPT/ECPT will not automatically cancel subsequent trips. It is the responsibility of the passenger to cancel any subsequent trips they do not plan to take that day.

Excessive No-Shows/Late Cancellations:

- CIPT/ECPT will notify individuals via phone call within a week of any No-Show/Late Cancellation violations to assist in early resolution of misunderstandings and to identify conditions that were beyond the control of the individual to cancel their trip in a timely manner.
- Riders will receive a written notification of violations citing details of missed trips over the specific time period of occurrence and resulting actions.
- Riders will have 15 days from the date of written notification to file an appeal. Central Illinois Public Transit/Effingham County Public Transportation will continue to provide transportation, upon request, to the customer until the appeal decision is final.
- Riders may first contact the Operations Manager at 217-342-2193 ext. 166 prior to filing an appeal. The Operations Manager may be able to resolve the issue without need for a formal appeal.
- Excessive No-Show/Late Cancellations is considered 5% of a rider's annually scheduled rides. When a rider accumulates 3 No-Shows during a three-month period, CIPT will review rider frequency over the previous year to determine if No-Show/Late Cancellations exceeded 5% of all scheduled rides.
- Suspension sanctions imposed is as follows:
 - First Violation: 7-day suspension of service
 - Second Violation: 14-day suspension of service
 - Third & Subsequent Violations: 21-day suspension of service
- Progression of suspension sanctions will revert to the first violation after one year between any two violation stages.
- CIPT/ECPT will allow riders to reimburse for missed rides at regular rate of fare in lieu of suspension for the first violation only. This option is at the rider discretion and does not allow use of special fare programs, passes or tickets for reimbursement.
- Subscription Riders receiving a first violation will have their subscription cancelled and must wait ninety days before requesting reinstatement of subscription services.

Appeals Process:

Riders who receive a suspension of service notice will have 15 business days from the date of notice to file an appeal with Central Illinois Public Transit/Effingham County Public Transportation. Service will be continued until the appeal is heard and decided. The appeal guarantees an opportunity to be heard and to present information and arguments. An appeals hearing will be scheduled within 10 business days of appeal receipt. The individual may waive the hearing and proceed based on written presentations.

The appeals panel will not include those involved in the suspension decision. The appeals panel will be comprised of one or more of the following: CIPT Program Manager, C.E.F.S. Chief Operations Officer, C.E.F.S. Chief Executive Officer, and the Program Compliance and Oversight Monitor.

The appeal must be submitted in writing and include: the appellant's name, address, telephone number and reason for the appeal. It would be helpful to include a copy of the suspension letter with the written appeal.

The appeals decision and the reasons for it shall be provided to the appellant in writing or alternative format as requested and shall be determined in 5 business days from the hearing.

Packages/Carry-on Items:

Drivers are NOT responsible for your personal items or packages. CIPT/ECPT assumes no responsibility for damage, breakage, or loss of parcels.

Drivers can assist with carrying packages on/off the vehicle. Drivers can carry packages to your door, but cannot take them beyond this point as drivers are not allowed to enter a business, agency, or home at any time.

CIPT/ECPT reserves the right to limit the weight and size of an article to be transported. If the article will interfere with the normal access of passengers or cannot be properly secured, CIPT/ECPT may refuse to transport the package. This generally applies to articles in excess of 50 pounds and eight (8) cubic feet in size.

CIPT/ECPT offers a two wheeled cart to help with packages that can be secured and hold more packages than can safely be transported loosely. Request a cart when scheduling your ride.

Please do not leave carry on packages, bags, or other personal items in a doorway or aisle as this might cause the driver or another passenger to trip.

Your personal items should be secured in a way to allow the driver and other riders to move freely.

Personal items cannot block windows, isles or emergency exits.

Passenger Guidelines:

Our goal is safe, efficient and responsible transportation for our passengers.

You can help us meet this goal by observing the following guidelines:

- Drivers wait time is 5 minutes for passengers, please be ready 15 minutes prior to scheduled pickup time.
- All passengers must wear seat belts at all times.
- All mobility devices (wheelchairs, scooters, etc.) will be secured with proper securement devices by a CIPT/ECPT employee.
- CIPT/ECPT will secure respirators and portable oxygen for passengers as needed

- **Inappropriate conditions or behaviors:**
 - Drinking – No open containers.
 - Smoking
 - Standing
 - Improper dress (examples: no shirt, no shoes, etc.)
 - Damaging or disfiguring the vehicles (interior or exterior)
 - Removing any items from the vehicle not belonging to the passenger (examples: fares, donations, blankets, fire extinguisher, supplies, tools, etc.)
 - Physical or verbal abuse of the driver, staff or other passengers
 - No loud music – ear buds must be worn.
 - Cell phone volume must be minimal/No speaker phone

In Addition:

- Passengers cannot demand changes in the schedule, or request to be picked up first or last
- Personal grooming habits, which are consistently offensive to a majority of other passengers, will be discussed with the passenger privately, and may be cause for further action
- If you need assistance, please wait for the driver to help you on and off the vehicle
- Please don't tip the drivers or give them gifts. They are proud to serve you.

Failure to follow these guidelines may result in suspension or termination from CIPT/ECPT services.

Any additional action by a passenger, which may endanger the safety of the passengers, driver or vehicle itself, may be cause for disciplinary action or refusal of service. CIPT/ECPT reserves the right to refuse transportation to persons violating guidelines.

Escort Policy:

Escorts are people that travel at no charge to assist a passenger with a special need. Escorts can help the rider carry packages and escort them safely through the door of their home or destination.

In a door-to-door public transportation system, like CIPT/ECPT, drivers may assist a passenger from their home to their destination (door-to-door), drivers cannot cross the threshold of the rider's home or destination to carry parcels, packages, grocery sacks, etc. Assistance is from the door to the door **ONLY**. The driver may not go inside; therefore, having a friend, neighbor, or family member ride as an escort can be helpful for persons with special needs.

Anyone with questions can call (217) 342-2193 ext. 161 or 162 between the hours of 8:30 A.M. to 4:30 P.M. Monday through Friday to discuss with the transportation supervisor.

Remember, our goal is to get you the rides you need.

Service Animals:

Service Animals are welcome on CIPT/ECPT vehicles.

If you have a service animal that will accompany you, please let the dispatcher know when scheduling your appointment.

A service animal is any guide dog, signal dog, or any other animal individually trained to work or perform tasks for an *individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.*

(DOT, Americans with Disabilities Act – Transportation Regulation, 49CFR § 37.167(d), ¶ 46,267.)

SEE CIPT/ECPT ADA POLICY FOR MORE INFORMATION (located at www.cefseoc.org)

Non-Service Animals:

Animals which are typically or reasonable domesticated pets are allowed on the vehicles if an animal carrier is used.

Lift/Ramp, and Securement Use

If you have limited mobility (cannot easily climb steps) you may ask to use the lift or ramp to get on or off the vehicle. Please let the driver know you would like to use it.

To keep riders who use wheelchairs or other mobility devices safe, CIPT/ECPT uses a securement system. Drivers will then secure the wheelchair or mobility device.

CIPT/ECPT will not require a rider who uses a mobility device to transfer to another seat.

Drivers are expertly trained in passenger safety and will assist with all lifts, ramps, and securement systems.

Lift Deploy

You may use a lift to get on or off the vehicle at any designated stop, unless the lift cannot be deployed (operated); the lift will be damaged if it is deployed, or conditions prevent the safe use of the stop by passengers.

Mobility Devices & Securement:

CIPT/ECPT will transport wheeled mobility devices (with occupant) that do not exceed the manufacturer's recommended size and weight limitation for the lift and vehicle.

Riders who use wheelchairs (as defined by U.S. DOT) need access to one of the securement areas on a vehicle in order to ride. Under 49 CFR Section 37.167(j), when an individual, because of a disability, needs to occupy a wheelchair securement location, and individuals are occupying the securement location, the driver must ask the other individuals (including other individuals with disabilities) to move so that the individual with a disability can occupy the needed location. The transit agency has an obligation to ask them to move but is not required to enforce the request if the other individuals refuse.

Transportation providers are required to use the securement system to secure wheelchairs and may or may not require that an individual permit their wheelchair to be secured. However, the agency may not deny transportation to a wheelchair or its user on the grounds that the device cannot be secured or restrained satisfactorily by the vehicle's securement system [Section 37.165]. On the other hand, CIPT/ECPT is not required to transport an individual who refuses to allow their wheelchair to be secured [FTA Circular 4710.1, Section 2.4.3, page 2-14].

SEE CIPT ADA POLICY FOR MORE INFORMATION (located at www.cefseoc.org)

C.E.F.S. Central Illinois Public Transit/Effingham Public Transportation observes the following Holidays:

No service Days : Thanksgiving Day, Christmas Day, New Year's Day

Limited Service Days:

Martin Luther King Day	President's Day
Good Friday	Memorial Day
Independence Day	Labor Day
Columbus Day	Veteran's Day
Day after Thanksgiving	*Christmas Eve
*New Years Eve	

*potential limited routes or no service days.

A Special Message to the Rider

Dear Rider,

You are a valued person as well as our customer, if you have questions, or if these policies cause hardship, please contact us to see if we can meet your needs. Also, if you have special circumstances, please contact us as soon as possible so we can meet your needs.

We look forward to serving you!

*Sincerely,
Central Illinois Public Transit
Effingham County Public Transportation*

*General Questions: (217) 342-2193 ext. 161 or 162
Dispatch/Trip Questions: (855) 755-2478*