



# RIDER'S GUIDE FOR PEOPLE WITH DISABILITIES



*Effective October 2015*

# **Rider's Guide for People with Disabilities**

This Rider's Guide is designed to assist passengers in using the CityLift service, providing valuable information that is helpful in making trips as convenient and hassle-free as possible.

**For information about this guide  
or other services provided by  
CityLink, please call: (309) 679-8183**

For applications or information on eligibility for CityLift, please call CityLink's Transportation Specialist at (309) 679-8183.

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## Welcome to CityLift's Paratransit Service

The CityLift paratransit service is a shared ride, door-to-door, transportation program utilizing specialized vehicles. The service is provided by MV Transportation under the supervision of the Greater Peoria Mass Transit District (CityLink).

The program provides complementary service for eligible individuals, who are not able to use regular bus service — also called “fixed route” — because of a disability, or other limitations.

However, many customers find the fixed route service is often the best and most economical transportation service for persons with disabilities.



## Paratransit Eligibility

Any individual who has a disability or multiple disabilities that result in the following may be eligible for CityLift paratransit service:

- Inability to get on an accessible fixed-route bus.
- Inability to disembark from an accessible fixed-route bus.
- Inability to get to or from, or wait at a fixed-route bus stop.

CityLift paratransit service is a “safety net” for those individuals who do not have the functional capability to use the fixed-route system. A disability alone does not automatically qualify a person to ride the paratransit service as outlined under the Americans with Disabilities Act.

Paratransit service can only be scheduled within the Greater Peoria Mass Transit District service area. Those areas include, Peoria, Peoria Heights and West Peoria. Limited service is also available in East Peoria and within a defined service area in Pekin.

## **Application Information**

Persons who seek complementary paratransit service must first obtain and complete an application.

- ⇒ Contact the Transportation Specialist at (309) 679-8183 to receive an application by mail or fax.
- ⇒ Applications may be obtained at the CityLink Transit Center, 407 SW Adams or the CityLink Administration office, 2105 NE Jefferson Ave.
- ⇒ Download the application from the CityLink website at [www.ridecitylink.org](http://www.ridecitylink.org).

If assistance is needed in filling out the CityLift application, please contact the Transportation Specialist in the CityLink Special Services Department at (309) 679-8183.

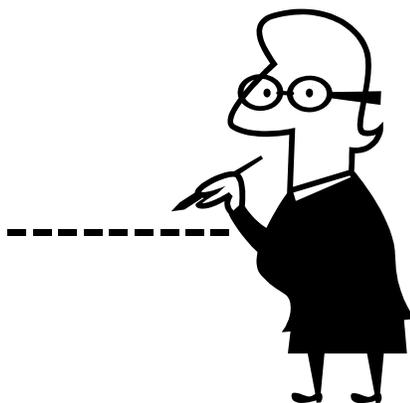
Individuals may also call Advocates for Access at (309) 682-3500 V/TTY and ask for an appointment. Customers should inform the receptionist that they are seeking help with the CityLift application.

## Application Information

When the CityLift application is submitted to CityLink's Special Services office, a determination of eligibility will be concluded within 21 days of submission of a properly completed application.

If there are extenuating circumstances on behalf of CityLink that cause undue delays in the certification process, CityLink will allow the applicant to utilize the paratransit service until the application is finalized.

If it is determined that an individual submitting the application meets the criteria for complementary paratransit service as defined by the Americans with Disabilities Act (ADA), CityLink will issue an ADA certification card that will allow a qualified individual to use the CityLift paratransit service.



## Service Hours

### **Peoria, Peoria Heights, West Peoria and East Peoria:**

#### Service hours

(Monday–Friday) 5:30AM-1:00AM

(Saturday) 7:30AM–10:30PM

(Sunday) 7:30AM–7:30PM

**No service available to East Peoria on Sundays.**

### **Pekin:**

#### Service hours

(Monday–Friday) 6:45AM–5:40PM

**No service available on Saturday or Sunday.**

**No service** on the following holidays:

- New Years Day
- Easter Sunday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day



## **Making A Reservation**

**Call CityLift at (309) 999-3667**

- CityLift is able to provide individuals with pick-up and drop-off times when a trip is scheduled.
- Reservations are accepted Monday through Saturday, between 8:00AM and 5:00PM.
- **Same day reservations are not accepted.** All trips must be reserved/scheduled, at least one (1) day in advance of desired trip. However, reservations can be made up to **fourteen (14)** days in advance of a desired trip.
- Trips may be reserved at anytime during CityLift's operating hours. The reservationist may offer a pick-up time within one hour before, or one hour after the requested time of drop off for a next day trip (this is the reservation window).
- If the reservationist cannot schedule a trip within the reservation window, it is considered a "trip denial." Riders may report it to the Director of Mobility at (309) 679-8139, even if the trip time offered is accepted by the passenger.

## **When calling to make a reservation, be prepared to tell the dispatcher:**

- The rider's name, location to depart from, and a telephone number.
- If a Personal Attendant or companion will accompany the rider.
- If a certified service animal will accompany the rider.
- Information about any mobility device the rider will be using, such as a manual or power wheelchair.
- The **exact address** of the destination and a telephone number, if available.
- The date and time the rider would like to **arrive** at the destination.
- Information about the return trip, if applicable.



## Canceling A Reservation **(309) 999-3667 (within 2 hours)**

- If a passenger finds that they cannot keep the time they have reserved for their travel, they **must call CityLift** at (309) 999-3667 and cancel the reservation. The reservation should be canceled just as soon as the passenger knows the services will not be needed.
- If the services are canceled within **two (2) hours** from the time scheduled, the passenger will not be charged with a “no show” and they will not be charged for services that they did not use.

## Return Trips

- **IMPORTANT!** When reservations are made for a trip, passengers must specifically request a return trip to get a return trip. **Return trips are not automatically scheduled.** Return trips should be scheduled for the latest time the passenger thinks they will be able to travel.
- If the passenger is ready to depart earlier than the scheduled pick-up time, they may call to see if an earlier ride is available. If an earlier ride is not available, the passenger will need to keep the original pick-up time.

**Example:** A rider goes to the doctor and does not know when they will be finished, so they schedule their return trip for 4:00PM. They are finished at the doctor and ready to go at 2:00PM. The rider can call to see if they can get an earlier ride, but if they cannot they will need to keep their 4:00PM ride home.

### **BEST TIMES TO TRAVEL:**

Although trips can be can scheduled when needed, it is recommended that trips be scheduled during off-peak hours between 9:00AM and 1:00PM. Passengers often have a better chance at getting the requested schedule without negotiating times during these hours. Also, the hours listed above are great times for scheduling doctor's appointments.



## **Pick-Up Window of Time**

Passengers must be ready to travel from the scheduled pick-up location fifteen (15) minutes before the scheduled pick-up time and up to fifteen (15) minutes beyond the scheduled pick-up time.

### **Example:**

The pick-up time is scheduled for 10:00AM. This means the passenger should be at the pick-up location for departure at 9:45AM and remain there until 10:15AM. This is the **pick-up window**.

If the van arrives at the pick-up location between 9:45AM and 10:15AM, the service is not considered late.

The passenger must be at the departure location during the pick-up window time and must be ready to travel. If the driver shows up at 9:45AM and the passenger is not ready to leave by 9:50AM, the driver must leave and the passenger will miss their ride!

The driver is only able to wait five minutes for any passenger.

If the driver arrives at the pick-up location earlier than the pick-up window, s/he will wait for the passenger up to five minutes past the beginning of the pick-up window.

If an operator arrives early at the pick-up location, s/he will wait for the scheduled pick-up time, within the pick-up window.

## **Personal Assistant Policy**

If a Personal Assistant (PA) is required to assist a passenger during travels and if the passenger's ADA certification stipulates the need for a PA, that person will be able to ride at no charge whenever the passenger is traveling.

CityLift services are not required to provide personal care attendants or personal care attendant services to meet the needs of passengers with disabilities on CityLift. For example, a passenger's request for CityLift's operators to remain with the passenger who, due to his or her disability, cannot be left alone without an attendant upon reaching his or her destination, may be denied.

## **Guest Policy**

One guest may ride with a passenger if space is available and if that person pays the fee of \$2.00 per one way trip.

## **Service Animal Policy**

Service animals used for hearing, retrieving articles, and general assistance to a person with specific disabilities may ride on CityLift vehicles. They must be on a leash and cannot take up a seat on any vehicle. It is recommended that service animals be well groomed and (must) be under the passenger's control at all times. A CityLift passenger's request that the operator take charge of a service animal may be denied. Caring for a service animal is the responsibility of the passenger or a personal care attendant.

## **Trip Costs**

**A passenger's ADA certification number will permit them to ride CityLift vans for \$2.00 per one-way trip or \$4.00 per round trip.**

CityLift has a preference for a cashless fare system. However, it is understood individuals may not be able to always purchase tickets in advance, so certain exceptions apply. Operators do not sell tickets nor do they carry cash. Passengers must have correct change if they do not have a ticket. Passengers should hand the CityLift operator their form of payment for services. Checks or credit cards are not an acceptable form of payment to the operator.

When passengers with a disability cannot or refuse to pay, the ride may be denied. CityLift requires a payment to ride.

### **Prices**

1-Ride (Single-trip Pass)	\$ 2.00
10-Ride (Tickets)	\$ 20.00

### **Ticket Locations (Cash, Check, Credit Card)**

- CityLink Transit Center, 407 SW Adams St.
- CityLink Administrative Office, 2105 NE Jefferson Ave.

### **Telephone Purchase by Credit Card**

(309) 679-8136

### **Online Purchase by Credit Card**

[www.ridecitylink.org](http://www.ridecitylink.org)

### **Order by Mail**

CityLink's Admin Office, 2105 NE Jefferson Ave. Peoria, IL 61603

## **Bringing Packages**

Customers are only permitted to carry onto the vehicle the number of bags that they are able to manage independently without the assistance of the driver. Due to space limitations and the time it takes to board the vehicle, the number of shopping bags is restricted to those that can be easily handled by the customer and carried aboard without delaying the vehicle. The carry-on items must fit within a certain space either on the customer's lap or in front of their seating area. If a customer brings more than s/he is able to manage independently, it will be the customer's choice on whether to board with a manageable amount of items, find alternative transportation to carry the remaining packages, or decline the trip. Small hand carts are acceptable.

## **Operator Responsibilities**

The CityLift operator is responsible for the safe operation of the vehicle in which the passenger is riding. The operator must be able to fully devote his/her attention to the task of driving whenever the van is in motion. Unnecessary talking to the driver is prohibited.

The operator is responsible for assisting passengers in and out of the van; however, the operator is not responsible for getting a passenger to a specific office in an office complex or building. The operator must not be out of view of his/her van.

## Operator Responsibilities (continued)

Except in extreme conditions that rise to a level of a direct threat to the driver or others, requests for a CityLift operator to walk over a pathway that has not been fully cleared of snow and ice should be granted so the operator can help the passenger with a disability navigate the pathway.

A passenger's request to be assisted from his or her door during extreme weather conditions should generally be granted so long as the operator leaving the vehicle would not pose a direct threat or leave the vehicle unattended or out of the visual observation for a lengthy period of time.

**Pick-up and drop-off locations with multiple entrances:** Requests to be picked up at home, but not at the front door of his or her home should be granted as long as the requested pick-up location does not pose a direct threat.

## **Operator Responsibilities (continued)**

**Opening building doors:** A passenger's request for the operator to open an exterior entry door to a building to provide boarding and/or alighting assistance to a passenger with a disability should be granted as long as providing this assistance would not post a direct threat, or leave a vehicle unattended or out of visual observation for a lengthy period of time.

**Private Property:** CityLift passengers may sometimes seek to be picked up on private property. The CityLift operator should make every reasonable effort to gain access to such an area (e.g. work with the passenger to get permission of the property owner to permit access for a CityLift vehicle). The CityLift operator is not required to violate the law or lawful access restrictions to meet the passenger's request.

A passenger's request for CityLift operators to handle the fare when the passenger with a disability cannot pay the fare by the generally established means should be granted on CityLift service. CityLift operators are not required to reach into pockets, purses or backpacks in order to extract the fare.

## Operator Responsibilities (continued)

If a passenger with diabetes or another medical condition requests to eat or drink aboard a vehicle in order to avoid adverse health consequences, the request should be granted, even if the transit provider has a policy that prohibits eating or drinking.

A passenger's request to take medication while aboard a CityLift vehicle should be granted. This includes allowing individuals to administer insulin injections and conduct finger stick glucose testing.

**Boarding separately from wheelchair:** A wheelchair user's request to board a CityLift vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift should generally be granted.

CityLift Paratransit service operates from origin to destination as determined by the ADA and includes door to door service. **Upon request, operators must assist passengers to and from the door of any building including the passenger's home.**

Please contact the Director of Mobility at (309) 679-8139, if a request for assistance is not being met.

## Operator Responsibilities (continued)

The operator is responsible to go to a passenger's door and knock or ring the door bell before departing for a requested pick-up from a residence.

The operator is responsible to attempt to locate the rider rather than waiting five minutes. This includes getting out of the vehicle, going to the customer's door and either knocking, ringing the doorbell, or both. If the passenger lives in an apartment complex, and it would cause the driver to be out of view of his/her vehicle for an extended period of time, they must radio dispatch and have them try and contact the passenger before departure.

**The operator will not come into a passenger's house to help them get ready, they will not take a passenger up and down steps in a wheelchair or motorized mobility device, and they will not take a passenger beyond the outer lobby of a commercial building.**

## **Operator Responsibilities (continued)**

- Operator must not talk or text message on a cell phone while the van is in motion.
- Operator may not accept tips or gratuities or act in any manner that may suggest that tipping is appropriate.
- Operator may not play the radio in a manner that is distracting or offensive to passengers. The operator must turn the radio down or off if requested by the passenger.
- Operator must drive safely and be courteous.
- Operator must wear a seat belt.
- Operator must securely tie down wheelchairs.

## Weather Conditions

When weather conditions are not favorable to travel, customers should expect delays and possible cancellation of the requested travel. Fog, snow and rain can cause considerable delays in travel.

In the event of any snow accumulation, the trip may be canceled if the street the customer lives on has not been plowed or in the event several of the streets that the van must travel have not been plowed.

It is the customer's responsibility to ensure their driveway and walkway are cleared sufficiently to allow the operator to access the pick-up location.

Customers will not be charged with a late cancellation for a trip that could not be taken when weather conditions do not permit safe travel.



## Seat Belt Policy

Each passenger on any paratransit vehicle **must** use a seat belt. It is the law in the State of Illinois. If using a wheelchair, the chair must be anchored to the van in such a way as to prevent it from moving while the van is in motion. Any seat belt used by a passenger while using a wheelchair will not be considered adequate protection during travel in a CityLift van.

CityLift will transport all “common wheelchairs.” These are types that are defined by the ADA regulations. CityLift may refuse to board passengers in a wheelchair that does not conform to the following.

- Must not exceed 30 inches in width and 48 inches in length when measuring 2 inches above the ground.
- Weight must not exceed 600 pounds when occupied.
- For safety and comfort while traveling recommended procedures are listed.
- Back wheelchair onto lift.
- Lock brakes while on lift.
- Turn off electric powered wheelchairs. Operator will instruct when to engage.
- Wait for operator assistance, and follow instructions for entering vehicle.
- CityLift cannot transport passengers with inoperative mobility devices or devices with inoperative brakes.

## **Trip Purpose Priority**

Paratransit is an equal right and it is against the law to give priority to one trip over another (within the service area). Trips are scheduled to allow for the maximum number of individuals to ride within the parameters set forth by the ADA without prioritizing according to purpose or destination. A passenger's request for a specific operator may be denied. Having a specific operator is not necessary to afford the passenger the service provided by CityLift.

## **No Strand Policy**

If CityLift picks up a passenger and takes them to their destination, and the passenger misses their return trip home for some unforeseen reason, they will not be charged with a no-show. Passengers should call CityLift's dispatch/scheduling number when they are ready for a return trip.

## **Children Policy**

Children under seven years old must be accompanied by a responsible party. Children under six years old or who weigh less than 60 pounds must be secured in an approved child safety seat provided by the customer. Strollers must be collapsed to fit between the seat and the customer. Non-collapsible strollers are prohibited. For safety reasons, children capable of sitting on their own must sit in a seat and not on an adult's lap.

## **Visitors Policy**

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day of the service is used by the visitor. For additional days of service, the individual is expected to register under CityLift's eligibility procedures.

CityLift service area customers should contact the Special Services Department at 679-8139 if traveling to another area to visit. Customers should have the name, phone number and fax information of the transit location they are visiting available before calling.

## **Subscription Service**

Subscription Service is not required by the ADA. However, in an effort to best meet our customers' needs, CityLift offers limited Subscription Service for customers who require repetitive trips from the same origin and to the same destination over an extended period of time.

Subscription Service customers do not need to call to reserve each of their repeat trips. Subscription Service is for repetitive travel needs. In order to qualify for a Subscription trip, the same ride must be taken at the same time at least twice a week.

## **Subscription Service (continued)**

Because the availability of Subscription Service is limited, some customers may be placed on a waiting list. Other restrictions may also apply. All subscription rides are automatically canceled on the holidays listed in the section “Holiday Service.”

Subscription Service trips requiring changes should be canceled. To cancel a specific trip that is a part of Subscription Service, customers must call CityLift.

Customers should take care to only cancel one specific trip and not cancel their Subscription Service entirely. Failure to cancel trips appropriately and/or excessive cancellations may result in dismissal from the Subscription Service program. Subscription Service may be placed on hold to accommodate vacations, hospital stays, and other limited periods of time when service will not be needed.

Subscription Service is not meant to hold a time slot for trips made only occasionally. Any eligibility or mobility changes should be updated with CityLift.

## CityLift's "No Show" Policy

### REVISED June 2015

CityLift's mission is to provide origin to destination paratransit service to passengers while complying with the Americans with Disabilities Act (ADA) regulations for paratransit services. To encourage responsible trip scheduling and use, the ADA allows public transit systems to establish and enforce a **No-Show Policy**. The No-Show policies and procedures for ACCESS were developed in accordance with the Federal Transit Administration (FTA) guidelines for ADA complementary Paratransit service.

### **Policy**

It is the policy of CityLift to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern or practice of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-Shows have on the service provided to other passengers.

### **Procedures**

**Scheduling Trips:** CityLift schedules pick-up and return trips separately. In accordance with FTA Regulations, CityLift assumes all scheduled return trips are needed unless notice is given by the passenger or their representative. If a passenger is a No-Show their first trip of the day, CityLift will not automatically cancel subsequent trips of the day. This is consistent with FTA regulations.

## **“No Show” Policy (continued)**

If, however, the passenger does not need the subsequent trip(s), they should cancel them as soon as possible out of courtesy for other riders.

CityLift will not strand passengers who have been transported to their destination, and are not available to travel when they are scheduled for their return trip. Upon notification that the passenger is ready for their return trip, a vehicle will be sent as soon as possible; however, no pick-up window will be guaranteed.

### **Definitions**

A No-Show is a trip that has not been canceled at least two (2) hours prior to the scheduled pick-up time. If a passenger fails to board the vehicle within five (5) minutes of the arrival of the vehicle, as long as the driver arrives within the pick-up window, the passenger can be charged with a No-Show.

## **“No Show” Policy (continued)**

A No-Show occurs when:

- There has been no call by the passenger (or the passenger’s representative) to cancel the scheduled trip time
- The vehicle arrives at the scheduled location within the 30-minute window, and the operator cannot reasonably see the customer approaching the vehicle after waiting five minutes. Attempts have been made to contact the rider by going to the door, if in sight of vehicle, and contacting dispatch to attempt to contact customer by phone.

A No-Show may also be charged when:

- The driver arrives and the passenger cancels his/her ride at the door.
- The passenger arrives to take the ride as the driver is leaving.

## **“No Show” Policy (continued)**

If the passenger has a No-Show, the passenger will be notified by mail to the mailing address on file. The letter will notify the passenger of how many No-Shows have occurred in the last 30 days. If the passenger feels that the No-Show should be excused, they should contact CityLift at the reservation phone number as soon as possible.

No-Shows for reasons that are beyond the passengers control will not be counted. Examples of excused No-Shows include, but are not limited to:

- Illness
- Sudden turn for the worse in someone with a variable condition
- Accidents
- Family emergency
- Personal Care Attendant who did not arrive on time to assist the rider
- Passenger’s appointment ran long and did not provide opportunity to cancel in a timely way
- Passenger’s mobility aid failed
- APPOINTMENT CANCELED/DELAYED for reasons that are not the passenger’s fault
- STAFFING ERROR: Staff did not note the cancellation request or passenger just realized that staff scheduled the trip inconsistently with the passenger’s request
- Bus arrival past the scheduled pick up window

## **“No Show” Policy (continued)**

**Repeated failures to take scheduled trips, regardless of the reason, are subject for review.**

Trips can be canceled 24 hours a day by calling the regular CityLift scheduling department phone number.

### **No-Shows that are not excused**

No-Shows are not excused when the trip is not canceled at least two (2) hours prior to the scheduled pick-up time and is missed for one of the following reasons:

- Passenger didn't want to travel today
- Passenger changed their mind about using appointment
- Passenger didn't know that he/she had a ride scheduled or was supposed to call to cancel
- Passenger got another ride
- Passenger does not want to ride with specific driver or passenger, or on a specific vehicle

### **Pattern or Practice of Excessive No-Shows**

A pattern or practice involves intentional, repeated or regular actions that are not isolated, accidental or singular incidents.

## **“No Show” Policy (continued)**

### **Calculation Method to Determine No-Shows and/or Late Cancellations**

At the end of each month, those passengers who have been recorded as having three (3) or more No-Shows will be reviewed to identify the passenger’s trip and No-Show history as well as their frequency of travel. Each No-Show will be verified as being correct before sanctions or suspensions are proposed.

Those passengers whose No-Show rate is three (3) or more and in excess of the average No-Show rate for the month may have sanctions or suspensions imposed if the No-Shows are determined to constitute a pattern or practice. Excused occurrences are not part of the calculation.

**The formula for determining the average No-Show rate:**  
Total trips per month/No-shows = Average No-show rate for the month (/) = divided by.

### **Sanctions for Excessive No-Shows**

CityLift wants customers to take the trips they request. However, repeated failures to take trips as scheduled, regardless of the reason, are subject for review.

## **“No Show” Policy (continued)**

If a passenger is determined to have an excessive No-Show rate, he/she will be notified in writing of a requirement to confirm the next four (4) one-way trips or two (2) round trips. If during the subsequent calendar month the passenger has a No-Show rate of 10% or more again, he/she will be required to confirm the next eight (8) one-way trips (or four (4) round trips).

Sanctions will be imposed no sooner than seven (7) days after the notice has been sent. The notice will include the start date for the sanctions. When the passenger reserves trips, the reservations staff will remind him/her to confirm their trip and that failure to do so will result in the trips being automatically canceled. If CityLift does not receive a confirmation call from the passenger within an hour of the start of the pick-up window, both legs of the trip will be canceled. The sanction will be lifted once the required confirmation calls have been completed.

If the pattern of excessive No-Shows continues to a third consecutive month, CityLift will temporarily suspend service for a period of up to seven (7) calendar days. Before CityLift temporarily suspends service, the passenger will be notified and provided ample opportunity (not to exceed 30 calendar days) to make alternate arrangements. Transportation to and from medical appointments may be provided at the discretion of CityLift.

## **“No Show” Policy (continued)**

If a passenger is subject to sanction or suspension, the passenger will be sent, by the fifth day of the month, a letter notifying him/her of the sanction or suspension and what it means. The letter or email will provide a summary of the verified occurrences and information about appeals. Notification of sanctions or suspensions will be made at least seven (7) days prior to the start of any sanction or suspension.

Suspensions will be made in a progressive manner with the first suspension being one or two days or up to one week, and subsequent suspensions being twice the original suspension.

### **Suspension of Service Appeals Process**

Passengers may appeal a suspension decision by notifying CityLink’s Director of Mobility by phone at (309) 679-8139 who will then contact the passenger within five (5) working days of receiving the notification to schedule a meeting time to hear the appeal.

CityLift service shall be provided to the passenger during the time that the appeal date is being determined, to attend the appeal hearing, and until the appeal is resolved. If the person refuses to attend the appeal hearing, CityLift service shall be suspended until either an appeals hearing is completed, or for seven (7) calendar days, whichever is shorter.

## **GPMTD Passenger Conduct Policy**

### **REVISED July 2015**

The Greater Peoria Mass Transit District operates a fixed route and paratransit bus service known as CityLink and CityLift respectively. The safety and security of all CityLink and CityLift passengers and operators is of the utmost concern to the Greater Peoria Mass Transit District. Every member of the riding public has an obligation to contribute to the safety of others riding the bus by refraining from inappropriate and seriously disruptive behavior at bus shelters, stops and transit facilities.

To this end a standard of conduct is expected from every patron using CityLink or CityLift. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using Greater Peoria Mass Transit District services and facilities. Seriously disruptive, inappropriate behavior or recurring incidents will result in immediate loss of riding privileges. For customers thirteen and under, parents or guardians will be contacted in the event of the customer not adhering to passenger conduct policies.

## **GPMTD Passenger Conduct Policy (continued)**

### **Inappropriate Behavior**

Inappropriate behavior is conduct that does not demonstrate respect for the rights and dignity of others. It interferes with the orderly operation of transit services; damages public property; is disruptive; or violates the rules of riding the bus, including, but is not limited to the following:

- Profanity
- Refusal to share seat with another passenger
- Loud music
- Distracting the operator
- Eating or drinking on transit vehicle
- Pushing and jostling when getting on the transit vehicle

### **Serious Disruptive Behavior**

Serious disruptive behavior is conduct that is violent, illegal, or endangers the health or safety of others. Such behavior includes, but is not limited to the following:

- Threats
- Physical or verbal abuse
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial implications

## **GPMTD Passenger Conduct Policy (continued)**

### **Serious Disruptive Behavior (continued)**

- Possession of a weapon on or around transit facilities or vehicles
- Damaging or destroying transit facilities or the personal property of another passenger or transit operator
- Drinking alcoholic beverages
- Possession or use of illegal drugs
- Smoking of any kind, including electronic devices
- Discourteous treatment of passengers or transit operators
- Bodily fluids or feces released from the passenger, clothing, or mobility device.

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and maintain the safe operations of the Transit System. Care should be taken by CityLink or CityLift employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The bus operator should request police and/or supervisory assistance when the situation warrants.

## **GPMTD Passenger Conduct Policy (continued)**

These situations shall be handled in a fair and consistent manner. The bus operator shall document all incidents involving disruptive passengers via a CityLink or CityLift Incident/Accident Report.

### **Other issues related to passenger conduct**

Body odor, perfumes or other physical hygiene problems may disturb the reasonable comfort of other customers. Customers should be considerate of others in regards to the above stated conditions. In addition, an operator may request direction from dispatch and/or a supervisor for any notice to be given to customers to correct any hygiene concerns. Although not an incident that may cause a suspension of service, all customers have an obligation to consider reasonable comfort of other customers.

Conduct that is determined to be due to a disability of the customer may not result in a suspension. However, upon assessment, it may be determined the passenger may qualify to travel with a self-provided Personal Care Attendant (PCA).

## **GPMTD Passenger Conduct Policy (continued)**

### **Federal regulations stipulates:**

It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience to employees of the entity or other persons.

This policy is developed in part in accordance with the **Americans with Disabilities Act**. The determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment. In any event, a range of consequences will be used to address violations of this policy.

## **GPMTD Passenger Conduct Policy (continued)**

### **Medically Related Restrictions:**

Greater Peoria Mass Transit District complies with existing laws governing the exposure of persons to human biological hazards and other health related hazards. This is a serious issue for CityLink or CityLift since many of our customers are in a high-risk category due to age and/or lowered immune system.

In order to protect CityLink or CityLift operators as well as our customers, CityLink or CityLift will deny transportation to any person who has visible evidence of any open or festering wound or sore. An open wound or sore may include but is not limited to medically-related opening which creates leaking or discharge of bodily fluids (dialysis pick-line, colostomy bag, vomiting, diarrhea, etc.) or an injury that causes an external break in body tissue. Parents or guardians with infants and young children under the age of three will not be denied transportation. However, you are expected to attend to such issues, prior to boarding any CityLink or CityLift vehicles if possible.

## **GPMTD Passenger Conduct Policy (continued)**

**Seriously disruptive passengers will be handled in the following manner:**

- After the first incident of **serious disruptive behavior**, a written warning may be issued to the passenger by the Operations supervisor or Safety Officer. Also, after the first, second or third incident of **inappropriate behavior**, a warning could include a potential service suspension or service termination for the passenger for and upon any future disruptive incident by the passenger.
- CityLink or CityLift management may issue a service suspension or service termination. CityLink or CityLift operators, supervisors, security and management staff may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a GPMTD vehicle or the safe operation of the Transit System. Only the management of GPMTD services may issue a service suspension or service termination. A bus operator may temporarily deny service in an emergency situation only. In these extremely rare situations, dispatch should be contacted immediately.
- After the second documented incident by an Operations Supervisor or Safety Officer, it will result in a suspension of service.

## **GPMTD Passenger Conduct Policy (continued)**

Passengers who receive a written warning of any kind from CityLink or CityLift may within thirty (30) days of the date of the written warning, file a written response with GPMTD and request, in writing, to meet with the Director of Operations to discuss and review the incident. The Director of Operations shall meet with the passenger upon timely receipt of a written request.

**It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based on a review of these factors. Every effort will be made to mitigate the circumstances when possible. It must be noted that under serious circumstances, a suspension or termination of services may be issued immediately or after the first or second incident.**

### **SERVICE SUSPENSION/TERMINATION**

Should a service suspension or service termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a “Letter of Suspension/Termination” will be sent documenting the reasons for and conditions of the service denial, and shall include the individual’s right to appeal, if any, and the requirements to file an appeal.

## **GPMTD Passenger Conduct Policy (continued)**

### **APPEAL**

A passenger who has been issued a suspension or termination of service may appeal the denial of service to GPMTD Board of Trustees by submitting a written request for an appeal. The written request must be received by GPMTD within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the executive committee of the GPMTD Board of Trustees will schedule an appeal hearing with the individual as soon as possible. Every effort will be made to schedule the hearing within a two-week period following receipt of the request. Upon the conclusion of the appeal hearing, GPMTD Board of Trustees will render a decision on the appeal at the next board meeting.

### **Suspension Appeals Process**

If you wish to appeal the decision, please write a letter to:

**Assistant General Manager of Operations  
Greater Peoria Mass Transit District  
2105 N.E. Jefferson Avenue  
Peoria, Illinois 61603**

## Glossary of Terms

**Accessible vehicles** – Transit passenger vehicles that meet accessibility standards, including the following standards: do not restrict access, are usable, and provide allocated space and/or priority seating for individuals who use wheelchairs or other mobility devices.

**Americans with Disabilities Act (ADA)** – Signed into law on July 26, 1990, the ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability.

**Disability** – A physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.

**Fixed-route transit** – Public transportation service provided in vehicles operated along predetermined routes according to a fixed schedule. Service routes are close to housing, health facilities, shopping, and other common destinations.

**Paratransit** – A mode of transit service characterized by the use of passenger automobiles, vans or small buses operating in response to calls from passengers to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destination.

## Glossary of Terms (continued)

**Personal Care attendant (PCA)** – Also known as caregivers, home health or personal care aides, give assistance to people who are sick, injured, mentally or physically disabled, or the elderly and fragile.

**Direct threat** – Significant risk of substantial harm to the health or safety of an employee or others, which cannot be eliminated or reduced by a reasonable accommodation.

**Subscription service** – Repetitive trips from the same origin and to the same destination over an extended period of time.

**Operator** – Driver who is responsible for the operation of a CityLink or CityLift vehicle.

**Service animals** – Defined as a dog or miniature horse, that is individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task the animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

## **Questions. Comments. Suggestions.**

We understand that questions may arise as a result of these service limitations. If you have any other questions, comments or suggestions, please contact the CityLink Director of Mobility at (309) 679-8139.

***Have a Safe, Happy and Comfortable Trip!***



**Greater Peoria Mass Transit District (CityLink)**

Special Services Department

2105 NE Jefferson Avenue

Peoria, IL 61603

Phone: (309) 679-8183

[www.ridecitylink.org](http://www.ridecitylink.org)