



RIDERS' GUIDE

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General Information

Boone County Transit's policy is to provide transportation in a safe and timely manner for all clients. The following information about the transportation system's policies and operations is available to all passengers.

Boone County Transit provides transportation for people of all ages. An adult must accompany children aged 11 and under. Children must follow Illinois law regarding car seat and booster seat requirements, these seats must be provided by the accompanying adult.

Those who use the system must pay a fee, except those aged 60 and older who choose to make a donation for their ride(s). Riders aged 12-59 pay \$2.00 per ride, and riders 11 and under pay \$1.00 per ride.

Boone County Transit's goal is to provide the safest, most efficient, and most economical transportation possible. The following guidelines are designed to clarify the duties and responsibilities of the passengers, drivers, and other employees. All drivers, passengers, and employees are expected to adhere to these regulations without exception. This may require patience, courtesy, and compassion from all involved.

We want you to know you are a valued person and customer. If you have specific requests or require special accommodations, contact us in advance so we can accommodate your needs.

What is Boone County Transit?

Boone County Transit is a demand-response, door-to-door system. We pick you up at the location you requested and drop you off at your destination. It is a public transportation system that anyone can use. It is a shared ride program, meaning that multiple individuals' trips are grouped together in an effort to meet all trip requests and improve efficiency.

Rides are provided without regard to the purpose of the trip. The program does not provide emergency transportation services. If you are experiencing a medical crisis, call 911.

Hours of Operation

Transportation is available Monday through Friday from 7:00am to 6:00pm and Saturday from 8:00am to 12:00pm with the exception of observed holidays.

These include New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve, and Christmas Day.

In the event of inclement weather, Boone County Transit may cancel transportation services. This decision is made with the safety of both our passengers and drivers in mind. Pay attention to local media and BCILTransit.gov for closure information.

Reservations

All rides on Boone County Transit require a reservation. Reservations can be made Monday through Friday from 7:00am to 6:00pm and Saturday from 8:00am - 12:00pm by calling 815-975-9059. Reservations must be made 1 business day in advance of the desired ride. Return trips can be scheduled when the reservation is made. Riders that are unsure about pick-up time can call for a return trip when ready.

All transportation by Boone County Transit is provided based on space and vehicle availability.

Reservations can be made by the rider or on behalf of a rider. Repeat/scheduled reservations can also be made at one time. When calling to schedule a trip, customers must have the following information:

- Name of rider(s)
- Birthdate of rider(s)
- Telephone number
- Date of trip
- Exact street address of pick-up location and destination
- Requested pick-up time and time of your appointment. Allow a minimum 20-minute buffer between pick-up time and appointment time.
- Number of people traveling with the customer, including personal care attendant and/or companion(s).
- Types of mobility aids used by all riders, if applicable.
- Any other helpful information or specific requests for needed assistance

Please remember that drivers are not allowed to take reservations.

How to Cancel a Trip

Customers needing to cancel a trip must call 815-975-9059 as soon as they know the trip is no longer required. We ask that customers cancel trips at least 2 hours before the scheduled pick-up time, but 24-hour advance notice is preferred. When canceling a trip, be sure to cancel the return trip.

Same Day Rides

Boone County Transit works to accommodate same-day rides. Riders traveling for healthcare purposes such as doctor appointments, physical therapy, or prescription refills are given priority.

Same-day rides are available on a first-come, first-served basis from 7:00am to 6:00pm. There is no additional charge for same-day reservations. For more information, call 815-975-9059.

Cost to Ride

Riding Boone County Transit costs \$2.00 for each one-way trip. Cash fares in the exact amount or pre-purchased tickets are accepted forms of payment at the time of the ride.

It's important to note our drivers are unable to provide change if you're paying in cash. We also do not accept personal checks, debit cards, or credit cards.

Twenty-ride ticket cards can be purchased for \$40.00 each Monday through Friday from 8:30am to 4:30pm at the Keen Age Center, 2141 Henry Luckow Ln, Belvidere, IL 61008. The holder receives an additional free ride.

Pick-up and Drop-off Procedures

Be ready for your ride 10 minutes before the scheduled pick-up time. Customers should be within the line-of-sight of the vehicle when waiting for pick-up.

Verify exactly where you will be waiting when you schedule your ride. Passengers who are prompt and waiting for pick-up help us to be on time, enabling us to provide better service. The driver will honk the horn when they arrive.

Suppose you are not at the scheduled pick-up location during the pick-up window (10 minutes before your scheduled ride and up to 5 minutes after it). In that case, the bus will wait a few minutes and then continue the route.

Vehicles are routed prior to your pick-up time and will not be able to return for you. This is why it is important to be ready and watching for the vehicle 10 minutes before your scheduled ride.

No Show Policy

If a rider does not give proper notice and does not take the trip, this could be considered a no-show. A pattern of repeatedly missing scheduled trips or failing to cancel trips promptly could lead to a suspension of service.

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The Department of Transportation American with Disabilities Act regulation Appendix D defines a pattern or practice as involving intentional, repeated, or regular actions, not isolated, accidental, or singular in incidents. After reviewing a rider's history of no-shows and/or late cancellations, each verified incidence is counted as one (1) penalty point. Boone County Transit may consider suspension at any time after the rider meets all of the following conditions:

- Accumulate five (5) penalty points in one (1) calendar month
- Have booked at least twenty-five (25) trips that month
- Have no-showed or late canceled at least 15% of those trips

Riders will be subjected to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during a calendar month. Boone County Transit will notify riders by telephone after they have accumulated three (3) penalty points and would be subject to suspension should they accumulate two (2) additional penalty points that month, consistent with the criteria previously stated.

The first violation in a calendar year triggers a warning call and a letter but no suspension of service. Subsequent violations result in the following suspensions:

- 2nd violation 3-day suspension
- 3rd violation 5-day suspension
- 4th violation 15-day suspension
- 5th and subsequent violations 30-day suspension

Policy for Handling Subsequent Trips Following No-Shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the remaining trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need by calling 815-975-9059.

Policy for Disputing Specific No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations must do so within ten business days of receiving suspension letters. Riders should contact Boone County Transit at 815-975-9059 Monday through Friday from 8:30am to 4:30pm to explain the circumstance and request removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy can file an appeal request. Letters must be in writing and sent to Boone County Transit at 2141 Henry Luckow Ln, Belvidere, IL 61008. Riders must submit written appeal requests within seven (7) days of receiving the suspension letter. Riders who miss the appeal request deadline will be suspended from Boone County Transit for the date(s) listed on the suspension notice.

Service Animals

Service animals are permitted on transit vehicles. A service animal is any animal trained to work or perform tasks for an individual with a disability. Service animals are allowed to accompany their users.

When scheduling your ride, let the dispatcher know if you have a service animal that will accompany you. Service animals must be under the control of their owner at all times when riding the bus. No other animals are permitted on Boone County Transit buses.

Driver Assistance

For customers aged 60 and over and individuals with disabilities, drivers will provide passengers with reasonable assistance when boarding or leaving the vehicle and with securing mobility devices, ensuring their safety. They may also assist with inaccessible doors at your destination. Under no circumstances are drivers permitted to enter passengers' homes or help passengers get ready, maintaining the passengers' privacy and security.

Drivers will assist passengers aged 60 and over and individuals with disabilities to unload up to 8 bags of groceries from the bus and will carry them to the door, but they are not permitted to cross the threshold. If a passenger's needs exceed this level of assistance, they must arrange for a personal care attendant to accompany them.

One personal care attendant can ride with the passenger free of charge as long as the attendant is picked up and dropped off at the exact location as the passenger.

Passengers traveling with a personal care attendant must reserve a space for their attendant when calling to schedule their ride.

Trips to the East Side Transfer Center

Riders who want to connect to Rockford Mass Transit District (RMTD) services can make a reservation by calling 815-975-9059. Riders will be taken to or picked up from the East Side Transfer Center during Boone County Transit's regular operating hours.

Riders aged 60 and older or are RMTD Certified Paratransit Riders will be taken directly to their medical destination within RMTD's service area.

Becoming a Certified RMTD Paratransit Rider

To ride Rockford Paratransit, you must be certified as eligible by Rockford Paratransit. Examples of people who may be eligible are those who, because of a disability, are unable to:

- board, ride, or disembark from an accessible bus
- use the fixed route system due to visual or mental impairments
- reach boarding locations or situations due to a specific impairment related to a condition.

There are other considerations in determining eligibility; however, these conditions alone do not guarantee eligibility. These conditions are:

- Age, distance to a stop, or illiteracy by themselves are not considered a disability but may be considered in the determination
- People who are visually impaired may be eligible if they cannot use the RMTD fixed route system
- People with medical conditions such as epilepsy, kidney disorders, or diabetes may be eligible depending upon their ability to use the RMTD fixed route system.

The first step toward becoming certified is to complete the Paratransit Application. Please come in person to the Paratransit Office at 520 Mulberry Street to complete the application. You may also print the application from the website (<https://rmtd.org/travel-information/paratransit>), complete it, and drop it off in person. If you do not have transportation to our office, call 815.961.2255 and schedule a complimentary round-trip ride to RMTD's Administration office to complete the application in person.

Rockford Paratransit will only accept applications via fax from nursing homes, assisted living facilities, or doctors' offices. Rockford Paratransit does not accept completed applications via email or online from any other source.

Once received, the completed application will be reviewed within 21 days of receipt. After reviewing, Rockford Paratransit will notify the applicant in writing of the determination of eligibility. If Rockford Paratransit has not made a determination on eligibility within 21 days, the applicant will be treated as eligible and provided service. Once approved, the applicant is eligible for Paratransit services for a period of 3 years before renewing. The renewal date is noted in the initial eligibility letter. The renewal process follows the same procedure as the initial eligibility process.

If Rockford Paratransit denies the application, an opportunity to file an appeal will be given.

Provisional Paratransit Eligibility

Any person can apply for and may be granted provisional paratransit eligibility for paratransit services if they can provide a physician's certificate demonstrating that they have a hypersensitivity to extreme weather conditions or that extreme weather adversely affects or limits their mobility.

Temporary Paratransit Eligibility

An individual coming to the RMTD service area from another location who is already ADA Paratransit eligible can request temporary eligibility by faxing over their current certification. They will then be able to schedule rides with Rockford Paratransit for up to 21 days while their RMTD application is being processed.

How to Appeal a Paratransit Eligibility Decision

Applicants whose requests for certification are denied have the right to an appeal. An Appeals Board appointed by RAMPCIL will review each appeal request. To file an appeal, applicants must:

- Present a written appeal to the Rockford Paratransit Appeal Board. Appeals may be mailed to 520 Mulberry Street or presented in person at the same address. Appeals must be filed within 60 days of the denial of an individual's application
- Applicants will be allowed to be heard and present information and arguments to the Appeals Board.

- Written notification of the final decision and justification will be mailed to the applicant.

Rockford Paratransit will not provide Paratransit service to the individual pending the determination on appeal. However, if Rockford Paratransit has not made a decision within 30 days of the completion of the appeal process, Rockford Paratransit will provide service from the 31st day of appeal until a decision is reached.

Passenger Expectations

Boone County Transit strives to provide safe, efficient, and economical transportation for all of our customers.

Basic Guidelines

Passengers are asked to observe the following guidelines:

- Passengers are required to wear seatbelts at all times.
- Passengers must remain seated with the seat belt buckled until the vehicle comes to a complete stop.
- Passengers requiring the use of the lift in the buses all electric/manual mobility devices are required to be secured by a Boone County Transit employee using proper securement devices.
- Passengers may not demand a change in the schedule or request to be picked up first or last.
- Any passenger traveling with a child must secure the child in an appropriate child safety seat per Illinois State Law. Passengers with children who require safety seats must bring the appropriate device with them.
- Eating and drinking are not permitted on Boone County Transit vehicles.
- Be a courteous rider. Verbal or physical abuse of the driver or other passengers is strictly prohibited and will not be tolerated. Such behavior could result in suspension of services.
- Use of profanity, refusal to share a seat with another passenger, loud music and/or pushing or jostling others is not permitted. These behaviors do not demonstrate respect for the dignity and rights of others and interfere with the orderly operation of transit services.
- Possession of a weapon on or around transit facilities or vehicles is prohibited.
- Smoking of any kind, including electronic devices, is prohibited on all transit vehicles.
- Riding while under the influence of alcohol or illegal drugs, possession of illegal drugs, and/or use of alcohol or illegal drugs on transit vehicles is prohibited.

- Passengers are expected to dress appropriately when riding transit vehicles. Improper dress (example: no shirt, no shoes, etc.) is not permitted.
- No Roller Blades, Roller Skates, Roller Shoes or Bicycles are permitted on the bus.
- Do not bring any hazardous substances on transit vehicles (acids, gasoline, oil, fluids, etc.).
- Do not distract the driver with unnecessary conversation when the vehicle is in motion. Drivers must be able to devote their full attention to the task of driving whenever the vehicle is on the road.
- The operation of any audio or visual equipment that infringes upon other riders' comfort or safety or impairs the driver's ability to transport passengers safely unless necessary for communicating between the driver and the rider is not allowed.
- When having a conversation with others on the bus, please keep the volume to a minimum.
- Passengers should be considerate regarding body odor, perfumes, or other physical hygiene problems that may disturb the reasonable comfort or safety of other passengers. 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.

Any additional action by a passenger which may endanger the comfort or safety of the passengers, driver, or the transit vehicle may be cause for disciplinary action or refusal of service. Boone County Transit reserves the right to refuse transportation services to individuals who violate the system guidelines.

Conduct and Policies

It is Boone County Transit's policy to provide the safest and most efficient service in the community. To provide the highest number of rides as required by the Americans with Disability Act of 1990, Boone County Transit must rely on certain guidelines to ensure all participants of the paratransit benefit.

Boone County Transit follows the FTA Circular C 4710.1 Americans with Disabilities Act Guidelines Chapter 2 §2.2.7 Service Denial Due to Rider Conduct. Which states,

"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, or represents a direct threat to the health or safety of others. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior

that may offend, annoy, or inconvenience employees of the entity or other persons"

Customers who abuse these guidelines can adversely affect the paratransit as a whole. Therefore, it is necessary to have policies that ensure all customers are afforded the opportunity to utilize the service to its maximum potential. The following identifies the Boone County Transit policy on customer misconduct.

Unintentional Misconduct

Unintentional Misconduct is any act that is the direct and immediate consequence of the customer's disability, such as abusive language that is the consequence of Tourette's Syndrome. If a customer commits an act of misconduct that he or she has been trained as inappropriate, that act is then considered intentional.

The consequences of Unintentional Misconduct are as follows:

- A customer may be required to undergo behavior modification
- A customer may be subjected to any reasonable accommodation that will ensure the safety of all customers and drivers
- The accommodation may last for a time period sufficient to allow the customer to learn appropriate behavior
- The accommodation may be permanent if the conduct is beyond the customer's control

Hazardous and Abusive Conduct

Hazardous conduct is defined as a verbal or physical act that is generally offensive invades the privacy rights of others, or touching another person in a rude, disrespectful or angry manner.

Abusive conduct is an act which creates the potential for injury or death to a customer, driver, or the general public.

The consequences of Hazardous or Abusive Misconduct are as follows:

- 1st offense, depending on the severity of the abuse, may result in suspension of service up to 30 days
- 2nd offense within a one-year period may result in suspension of service for 60 days
- 3rd offense within a one-year period may result in suspension of service for one year. At the end of the suspension period, a customer must reapply for eligibility for paratransit service.

- The accommodation may be permanent if the conduct is beyond the customer's control.

Riders will be notified in writing before Boone County Transit takes these steps. An eligible customer whose services are to be suspended because of misconduct has a right to request a hearing through an appeal process.

How to Appeal a Disciplinary Decision

Access to public transit is a civil right and inherent in any civil right is the opportunity for due process. Individual who are denied service have the opportunity to contest that decision, correct the situation, and resume service. Service refusals cannot be permanent unless an individual continues to pose a direct threat to the health or safety of others. Riders have the opportunity to present information to the transit agency, demonstrating that issues have been resolved or presenting options to mitigate any problems, to have service reinstated.

To file an appeal, applicants must:

- Present a written appeal to the Boone County Transit Appeals Board. It may be mailed to 2141 Henry Luckow Ln, Belvidere, IL 61008 or presented in person at the same address. It must be filed within 60 days of the disciplinary decision
- Riders will be given an opportunity to be heard and to present information and arguments to the Appeals Board.
- Written notification of the final decision and justification will be mailed to the applicant.

Boone County Transit will not provide service to the individual pending the determination of appeal. However, if Boone County Transit has not made a decision within 30 days of the completion of the appeal process, Boone County Transit will provide service from the 31st day of appeal until a decision is reached.

Drivers Compliment and Complaints Procedures

Boone County Transit transports passengers without regard to race, color or national origin. If you have a complaint or a compliment regarding the service you have received, or a complaint or compliment regarding driver conduct, please address your comments in writing to:

Keen Age Center
Boone County Transit
2141 Henry Luckow Ln.

Belvidere, IL 61008

Title VI Complaints Procedures

Please be assured all complaints will be thoroughly investigated within three business days of receipt with the goal of correcting any problems and ensuring customer satisfaction. All investigations will be conducted in a professional manner and there will never be any type of consequence or retaliation for filing a complaint. We appreciate feedback, both positive and negative. Filing complaints allows Boone County Transit to correct deficiencies and become better at serving our valued customers.

Boone County Transit operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been subject to unlawful discrimination under Title VI may file a complaint with Boone County Transit.

For information on Boone County Administration's Title VI program and the procedures to file a complaint, please contact us at:

Boone County Administrator
ATTN: Title VI Coordinator
1212 Logan Ave, Suite 102
Belvidere, IL 61008
815-547-4770

Important Numbers to Know

Boone County Transit Reservations	815-975-9059
RMTD Paratransit Information	815-961-2255
Illinois Relay Works System	771 or 1-800-526-0844

Boone County Transit is funded through grants from the Illinois Department of Transportation under a Federal Transportation Administration Section 5311 grant and an Illinois Department of Transportation Downstate Operating Assistance (DOAP). Funds are also provided by the State of Illinois Donated Funds Initiative; Title XX of the Social Security Act through the Illinois Department on Aging (administered by the Illinois Department of Human Services); the City of Belvidere; Belvidere Township; Poplar Grove Township; Bonus Township; Boone Township; Spring Township; Flora Township; Caledonia Township; Manchester Township; and fares.