



WE CARE INC.

**RURAL TAZEWELL & WOODFORD
COUNTIES**

PUBLIC TRANSPORTATION

PASSENGER HANDBOOK

SERVICE STATEMENT

We Care Inc. (WCI) provides transportation services to the general public who reside in, or are traveling to, rural Tazewell and Woodford Counties, in Illinois.

WCI drivers, schedulers, dispatchers, and administrative professionals work with programs and services to help our passengers lead a better and more productive life by providing the best service possible within the limits of our resources.

WCI is committed to helping individuals by providing safe and timely transportation to our passengers. WCI recognizes the support received from our sponsors, passengers, and granting agencies and is dedicated to the efficient and cost effective use of our resources in support of our passengers.

WCI is constantly improving our passenger services through the continued support and guidance of our supporting organizations, and to become a recognized leader of paratransit services.

PASSENGER BILL OF RIGHTS

As a WCI passenger, you are entitled to;

Safe, reliable and courteous transportation

A clean, comfortable, well-maintained vehicle that meets Illinois safety requirements

A licensed, fully trained driver

Compliance with all vehicle and traffic laws and regulations

Fair and reasonable rates

Diligent investigation and timely redress of complaints

If you would like more information regarding our service, or have a complaint against a vehicle displaying the WCI logo, please call (309) 263-7708. Please include the vehicle number, location, and time of day.

It is the policy of WCI to provide equal services, and opportunity to all persons. No person is to be discriminated against because of race, religion, sex, marital status, national origin, disability, sexual orientation, gender identity, veteran status, or any other basis prohibited by law.

If you feel that you have been discriminated against, you may file a Title VI Complaint with WCI at (309) 263-7708. You may also file a complaint with the IL State Attorney General’s Office at 1-800-243-0618 or, if you are over 60 years of age, with the IL Dept. of Aging at 1-800-252-8966.

TRANSPORTATION OFFICE HOURS

Monday through Friday, from 6:00 AM to 5:00 PM

Phone # (309) **263-7708**

Il. Relay Service for the Hearing Impaired. The system is open 24 hours and is free of charge.

TTY dial 1-800-526-0844 Or 711

Voice user dial 1-800-526-0857 Or 711

DAYS AND HOURS OF SERVICE

Transportation is provided Monday through Friday, from 6:00AM to 5:00 PM.

No service is available on Saturday or Sunday, or the following holidays:

- | | | |
|------------------|----------------------------|----------------|
| New Year’s Day | Memorial Day | Christmas Eve |
| Independence Day | Labor Day | Christmas Day |
| Thanksgiving Day | The day after Thanksgiving | New Year’s Eve |

SERVICE TYPES

Reasonable accommodations will be made upon request by the passenger. The driver is responsible for assisting the passenger on and off the vehicle and will assist in getting the passenger to the destination door if needed. Drivers are not permitted to go beyond the threshold of a passenger's residence, or the main entrance door of an apartment or office building. In addition, passengers are collected at the main door and not at specific offices

Some passengers, going out of the service area, or coming into the service area from outside the service area, may be picked up, or delivered to alternate transportation sites, such as Peoria's CityLink terminal.

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

WCI does not charge a fare for a personal care attendant (PCA) to accompany a passenger. Companion riders can accompany a passenger; however, they will be charged a fare for the trip. WCI requests notification if a PCA, or a companion rider, will be accompanying the passenger to make sure that a seat is available for them.

WCI drivers will assist passengers in loading and unloading reasonable packages from the WCI vehicle.

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

Service animals are allowed on WCI vehicles. The passenger utilizing the service animal will be responsible for the conduct of the animal.

Pets of reasonable size and nature, that are in a carrier, will be allowed. Call the office if you have any questions before your trip.

WHEELCHAIR/LIFT INFORMATION

WCI's buses are equipped with wheelchair lifts and wheelchair securements. Passengers needing mobility aids must provide their own. WCI complies with ADA guidelines in accommodating mobility aids in common use. Wheelchairs are defined to include three or more wheeled scooters and other non-traditional designs that fit within these standards.

For safety and liability reasons, WCI adheres to the following guidelines:

WCI will not ask a passenger to transfer out of a wheelchair into another seat.

Passengers utilizing a wheelchair will be allowed to transfer to a regular seat in the vehicle, if the passenger requests to do so, and is able to complete the transfer with no assistance from the driver.

The passenger must ensure ramps and wheelchair paths are properly cleared of snow, ice, parked cars, trash, or other obstructions.

Continued next page

WHEELCHAIR/LIFT INFORMATION continued

An individual who uses a lift will not be refused to disembark at the location of their choosing, unless the lift cannot be safely deployed in that location. If so, the driver will determine the closest safe location for the lift to be deployed.

WCI drivers cannot and will not help wheelchair users up or down steps.

RESERVATIONS SCHEDULING PROCEDURE

Passengers should call (309) 263-7708 at least 24 hours in advance (6:00 AM- 5:00PM) Monday through Friday to schedule transportation. WCI attempts to schedule your ride when you request. Passengers are encouraged to call as far ahead as possible for reservations. The dispatcher will not be responsible for confirming personal appointments. When you call you should have the full address of your destination to give to the dispatcher, (not just “the doctor’s office”) so that we can time schedule your trip. A pickup or drop off time may have to be adjusted by the dispatcher, in order to maintain efficiency. WCI requires a variance of 15 minutes before and after the scheduled pickup time to allow for adjustments or alterations of appointments and road conditions. Therefore, passengers are encouraged to be ready 20 minutes prior to the scheduled pick up time.

CANCELLATION PROCEDURE

In an effort to coordinate and distribute services to the greatest number of people in our service area, the following procedures are in effect:

WCI encourages and appreciates patrons who cancel in a timely manner. Cancellations should be made as early as possible to allow other passengers the opportunity to schedule into that time slot. If cancellations are made late, not at all, or when the driver arrives, a one-way fare will be charged..

For cancellations call (309) 263-7708, Monday through Friday, 6:00AM- 5:00PM

PASSENGER NO-SHOW PROCEDURE

Scheduling a trip and then failing to use the service without properly canceling, causes serious transportation and scheduling problems for WCI and all of its passengers. It is the responsibility of this agency and its consumers to ensure that as many passengers as possible have the opportunity to participate in the program. All passengers are asked to be ready 20 minutes prior to your scheduled pick up time. The bus will wait no more than 10 minutes past the scheduled pick up time before proceeding to the next location. Passengers are expected to be ready and waiting for the bus on arrival. Passengers who fail to board the vehicle within the 10 minute waiting period will be a “NO SHOW” and will be charged a one way fare.

PASSENGER CONDUCT AND RESPONSIBILITY

WCI will not be responsible for checking/signing persons in or out of any facility. If a PCA is needed, it is the responsibility of the passenger to provide one.

WCI requires all passengers to be courteous and considerate of 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/drivers, or others will not be tolerated. A case-by-case ruling will decide the continuation of carriage of such persons.

Inappropriate behavior will result in the passenger being suspended from riding on WCI vehicles until the situation has been rectified.

Inappropriate behavior includes, but is not limited to, eating, drinking, and use of tobacco products, foul language, disruptive behavior, and harassment of other passengers or the driver, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances or having open containers of alcohol on the vehicle. Transportation of any hazardous substance (acids, gasoline, etc.) is prohibited. Weapons of any sort are not allowed on WCI vehicles. Taking of prohibited items on a WCI vehicle may result in immediate suspension of service.

Inappropriate behavior will result in a written warning issued by WCI. Two written warnings will result in a one week suspension from service. A third warning will result in a month suspension. A fourth written warning will result in a six month suspension. Written warnings will contain instructions and a form for a timely appeal of the suspension. Inappropriate behavior that may affect the safety of other passengers/drivers, or others will not be tolerated. A case-by-case ruling will decide the continuation of carriage of such persons.

WCI requests that all passengers utilize seat belts while the vehicle is in motion.

WCI reserves the right to refuse service to any individual violating these procedures.

PASSENGER COMMENT AND COMPLAINT PROCEDURES

It is the policy of WCI to provide equal services, and opportunity to all persons. No person is to be discriminated against because of race, religion, sex, marital status, national origin, disability, sexual orientation, gender identity, veteran status, or any other basis prohibited by law.

If you feel that you have been discriminated against, you may file a Title VI Complaint with WCI at (309) 263-7708. You may also file a complaint with the IL State Attorney General's Office at 1-800-243-0618 or, if you are over 60 years of age, with the IL Dept. of Aging at 1-800-252-8966.

WCI is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Please make all recommendations and or complaints to the following address:

We Care Inc.
P.O. Box 16
Morton Il. 61550
Attn, Transportation Manager

WCI solicits input from our passengers. All comments and complaints will be handled in a timely and efficient manner.

WE CARE INC. RESPONSIBILITIES

WCI is responsible for providing clean, reliable, safe, and efficient service to our passengers. WCI is not responsible for any articles left on vehicles; however, WCI maintains a lost and found and individuals may call our offices regarding these items.

WCI is responsible for abiding the procedures details in other sections of this service procedure.

WCI has insurance coverage that complies with legally mandated minimums.

WCI complies with applicable local, State, and Federal guidelines.

WCI maintains a drug and alcohol free workplace.

WCI, through its association with the Illinois Department of Transportation, has stringent guidelines for maintaining our vehicles. WCI is committed to keeping our vehicles clean, and properly maintained, and in safe working order.

SAFETY

WCI drivers are properly trained and licensed in accordance with state and federal laws.

All passengers are to be seated while vehicles are in motion. All wheelchair passengers will be secured to the vehicle utilizing wheelchair tie-downs.

All WCI drivers will provide a safe, secure plan for passengers, their packages, and service animals.

WCI drivers inspect their vehicles daily using a thorough Pre-trip Inspection Form and any problems noted, are immediately addressed by a qualified mechanic.

WCI is committed to the safe operation of its vehicles, including the safe boarding and exiting of passengers.

INCLEMENT WEATHER

WCI vehicle may not operate when roads are icy, or unsafe during inclement weather. Should WCI close due to inclement weather, it will be broadcasted on the local television stations and/or passengers will be contacted on an individual basis.

**This document is available in alternative format upon request: (large print, or computer disc.)
WE CARE INC. RESERVES THE RIGHT TO MAKE CHANGES TO THIS PROCEDURE
WITHOUT NOTICE.**