

Policy Statement

The Americans with Disabilities Act (Title II) states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At West Central Mass Transit District (WCMTD), we are committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits and activities.

WCMTD provides safe and efficient transportation to the communities we serve. WCMTD provides door –to-door service for the frail, elderly, and persons with disabilities. Door-to-door means that drivers assist passengers from their homes and assist them back to the door in a safe and polite manor. All able-bodied passengers are given curb-to-curb service meaning they are picked up in front of their homes and delivered in front of their destinations unless door-to-door service is requested. The full policy and the ADA Complaint and Modification Request form can be found on our website at wcmtd.org.

Training

WCMTD provides training for the safe operation of the vehicles, adaptive equipment, sensitivity and proper treatment of the frail, elderly, persons with disabilities, and the ADA regulations.

Public Information and Marketing

Communicate to the community by providing route information, brochures, and in presentations that explain how our services meet ADA requirements. Including the accessibility of WCMTD transportation. Policy and related forms are posted and available at all WCMTD offices as well as the WCMTD website, www.wcmtd.org. ADA information will be made available at all public hearings and listening sessions.

Accessible Formats

WCMTD makes available to individuals with disabilities information concerning transportation services upon request. This information is made available through accessible formats and technology to enable users to obtain information and schedule service. The information in large print, audio, braille, English and Spanish. Brochures are available, at our offices in Morgan, Scott, Cass, Schuyler, Brown and Pike Counties. You can also request additional translations. Technology including interactive website and email are available.

Companions/Personal Assistants

Transit service also must be provided to a personal assistant (PA) traveling with an eligible rider. In addition to a personal care attendant, the regulations require that service be provided to one companion accompanying an eligible rider. Other persons accompanying the rider are to be accommodated on a "space available" basis. Persons are considered to be accompanying the eligible rider if they are picked up and dropped off at the same locations as the eligible rider. Companions must be charged the same fare as the eligible rider and PCA's must ride free.

No Show Policy and Procedure

West Central Mass Transit District understands that customers may sometimes miss scheduled rides or forget to cancel rides they no longer need. West Central Mass Transit District also understands that customers may

sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service. The following defines West Central Mass Transit District's no-show policy:

West Central Mass Transit District has a five (5) minute waiting period. Passengers not boarding within 5 minutes of any reservation time will be considered a "no-show" and all remaining rides for the day will be cancelled.

Passengers who "no show" advance reservations will be charged a \$3.00 "no show" fee for in town; \$3.50 for out of town and \$7.50 for Springfield trips. No Show Fees for Same Day Reservations are \$4.00. Cancellations are accepted at any time up to 30 minutes prior to your scheduled pick-up in side of city limits and 60 minutes for pick-up locations outside of city limits.

The regulations permit transit providers to suspend transit service to those persons who establish a "pattern or practice" of missing scheduled rides ("no-show"). Service can be suspended for a "reasonable period of time". Allowances must be made for missed trips that are beyond the control of the individual. WCMTD makes every effort to work with passengers to understand their situation and avoid administrative action.

If a passenger no-shows scheduled reservations 3 times in a 30 day period a WCMTD representative will mail a letter indicating the number of no shows for the previous month. It will outline the West Central Mass Transit District No Show Policy explaining that failure to notify the transportation office prior to the service date to cancel transportation is considered a No Show. It will also indicate that after written notification if an individual receives 3 no shows in the subsequent 30-day period their transportation may be subject to cancellation and they may be required to pay a fare for the No Show trips. The supervisor will send the letter first class mail with a return receipt.

After the second month if there is no change in the passenger's behavior then they would be subject to suspension from service up to 30 days. WCMTD administration would determine penalties such as fare collection and/or length of suspension. Notification of this step must be sent by first class certified mail.

Before service can be suspended for cause under this provision, individuals must be provided with an opportunity to appeal the proposed suspension.

Respirators or Portable Oxygen

These types of devices are allowed on WCMTD vehicles and dispatchers will ensure adequate time for individuals with disabilities to board or disembark a vehicle.

Service Animals

WCMTD will permit service animals to accompany individuals with disabilities in vehicles and facilities.

Ramps and Steps

For safety reasons, drivers are not required to load a passenger in a mobility device if access to their home involves maneuvering the passenger up or down steps, unless the home is equipped with a ramp for easy mobility device access. If members of the passenger's family are available to transfer the passenger from their home to the vehicle, then the step limitation will not apply. Drivers are not required to transfer passengers from their home to the vehicle if the ramp is determined to be unsafe for normal maneuvers.

Seat Belt

It is the policy of WCMTD that all passengers must wear a seat belt. This includes any person using a mobility device for transportation seating. In the event that a passenger, including a person using a mobility device for transportation refuses to use the seat belt or refuses to be secured, per IDOT regulations and WCMTD policies, WCMTD will not be able to provide services to them and the customer will be asked to depart the bus at that time.

Securement Devices Procedure

Lift and Securement Use

Public and private entities providing transportation service must have a securement system for mobility devices. WCMTD will ask that mobility device users permit their mobility device to be secured, but may not deny service on the grounds that a mobility device cannot be secured at which time the customer will be asked to transfer to a seat for safety reasons. WCMTD will not require a mobility device user to transfer to a seat if their disability prevents them from safely transferring. If a passenger refuses to transfer to a seat when the safe securement of the mobility device is in question, the driver will record that the passenger has refused to transfer and the passenger will be asked to sign a form indicating that he/she understands the safety issues and has refused to transfer. Staff will provide assistance with lifts, ramps and securement systems. WCMTD will permit individuals with disabilities who do not use mobility devices to use the vehicle's lifts or ramp.

Lift Deployment

WCMTD will not refuse to permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers.

Lift Preventative Maintenance Policy

Daily inspections are completed during the driver's pre-trip inspection and recorded on a checklist. Vehicles are not put into service without properly operating lift equipment.

Accessibility Features

Vehicle operators and other personnel must make use of required accessibility-related equipment and features (tie-downs that should be used to secure a mobility device on the vehicle). In the event that a passenger, including a person using a mobility device for transportation refuses to use the seat belt or refuses to be secured, per IDOT regulations and WCMTD policies, WCMTD will not be able to provide services to them and the customer will be asked to depart the bus at that time.

Mobility Device

Wheeled devices for the carriage of a single individual, normally used as an assistive device for individuals who may have mobility challenges.

With respect to the size and weight of the mobility device, WCMTD will transport a mobility device and its user, as long as the lift can accommodate the size and weight of the mobility device, its user and there is space

for the mobility device on the vehicle. However, WCMTD is not required to carry a mobility device if in fact the lift or vehicle is unable to accommodate the mobility device and its user, consistent with legitimate safety requirements.

Segway or other power Driven Mobility Devices (OMPD) - WCMTD will accept such devices as long as the mobility device can be transported safely. If the passenger cannot be safely secured on the device with approved securements the passenger may be required to transfer to a seat.

Trip Denials or Missed Trips

Denial Definition - a trip denial depends on the mode of service the passenger is requesting.

WCMTD requires at least twenty-four (24) hour advance ride reservations. A denied ride is one in which service cannot be provided within one hour either way of the requested time made within the 24 hour advance requirement.

Same day services as per WCMTD's policy are available as the schedule permits. The inability to provide same day requests for service does not constitute a denied ride.

All denials are recorded by WCMTD

ADA Reasonable Modification

WCMTD may allow the reasonable modification of its policies to accommodate the special needs of persons with disabilities in order to allow them to fully utilize our services as required by 49 CFR Part 37.5(i.3). Whenever possible a request for a reasonable modification or accommodation shall be filed/requested in advance by contacting us:

Phone: 217-245-2900

Email: jklinglerwcmttd@frontiercom

Mail: WCMTD

Human Resources

ADA Compliance

1120 W Walnut

Jacksonville, IL 62946

Requests for reasonable modifications or accommodations will not be approved if the request would:

- fundamentally alter the nature of the service, program, or activity;
- create a direct threat to the health or safety of others;
- result in an undue financial and administrative burden;
- or the individual would still be able to fully use the services provided by WCMTD without the modification.

Individuals with disabilities may file complaints regarding reasonable modification or accommodation below by completing the online form or by contacting WCMTD Operations at the number above for Relay Illinois dial 711.

Circumstances Under, which Service Can be conditioned

In certain circumstances, it may be possible to mitigate the effects of a person's conduct by requiring that they meet certain conditions (e.g., use the service with an attendant). While the regulation does not allow transit agencies to require attendants' in other cases, such a condition of use are permitted, if the rider would otherwise be refused service. In other words, transit providers may place conditions on the use of service if they otherwise would have the right to refuse service.

For example, a rider with mental or developmental issues may have a tendency to move around the transit vehicle and accost other passengers. The behavior may be able to be controlled by the presence of an attendant. Because such conduct would be seriously disruptive to the service, the transit provider would have the right to refuse service. They could also, therefore, require that the person travel with an attendant.

If WCMTD proposes to impose sanctions on someone, it must first notify the individual in writing (using accessible formats where necessary). The notice must specify the basis of the, proposed action (e.g., Mr. Smith scheduled trips for 8 a.m. on May 15, 2 p.m. on June 3, 9 a.m. on June 21, and 9:20 p.m. on July 10, and on each occasion the vehicle appeared at the scheduled time and Mr. Smith was nowhere to be found) and set forth the proposed sanction (e.g., Mr. Smith would not receive service for 15 days).

If the individual disagrees with the finding WCMTD would provide the individuals an opportunity to be heard as well as to present written and oral information and arguments through the appeal process. All relevant WCMTD records and personnel would be made available to the individual, and other persons could testify. It is likely that, in many cases, an important factual issue would be whether a missed trip was the responsibility of the provider or the passenger, and the testimony of other persons and the provider's records or personnel are likely to be relevant in deciding this issue. While the hearing is intended to be informal, the individual could bring a representative (e.g., someone from an advocacy organization, an attorney). The individual may waive the hearing and proceed on the basis of written presentations. If the individual does not respond to the notice within a reasonable time, WCMTD may make, in effect, a default finding and impose sanctions. If there is a hearing, and the individual needs transit service to attend the hearing, WCMTD must provide it and provide interpreters if needed.

WCMTD must notify the individual in writing about the decision, the reasons for it, and the sanctions imposed, if any. Again, this information would be made available in accessible formats.

Finally, it is important to note that service will continue to be provided by WCMTD throughout the process. The transit provider cannot suspend service while any part of the appeal process is pending.

Circumstances Under Which Service Can Be Refused

Public entities can refuse to provide fixed route or Para transit service to persons with disabilities if they engage in "violent, seriously disruptive, or illegal conduct. "This may include a person who assaults a driver or another passenger, who smokes or drinks on the vehicle in violation of established laws, or who engages in conduct that is so severe that the delivery of service is seriously disrupted.

Conduct which is related to a person's disability and which annoys or offends is not to be considered "seriously disruptive". The interpretive appendix to the regulation uses the example of a person with Tourette's syndrome who may make involuntary profane statements. Such behavior would not be grounds to refuse service. Similarly, service cannot be refused based on an unfounded fear of a particular disability. For example, a person with I-UV disease cannot be refused service because drivers or passengers are afraid of being near and being exposed to the condition. On the other hand, a person who refuses to use a seat belt and has a

habit of not staying seated during transport could distract the driver and seriously disrupt service. Refusing service or requiring that the individual ride with an attendant might be appropriate in such a case. Similarly, customers are responsible for the behavior of service animals. Service can be refused or conditioned if a service animal is seriously disruptive.

In determining what constitutes "seriously disruptive" or "violent" behavior, WCMTD will rely on local ordinances, established laws and standards that define unacceptable public behavior.

Accurate and correct information about various disabilities and medical conditions is vital to ensuring that passengers are not subjected to discrimination. For example, it may be necessary to determine if a passenger's disability causes annoying behavior or if (s)he is prone to violence.

About Us

WCMTD will provide affordable, safe and accessible public transportation for all residents of the communities served by promoting independence, self-sufficiency and economic opportunity.

Helpful Links

- [WCMTD Website](#)
- [Federal Transit Administration](#)
- [Illinois Dept of Transportation](#)

Rider Handbook

Passenger Behavior

West Central Mass Transit District requires all passengers to be courteous and considerate of other passengers and the driver. Instructions from a driver are to be followed by all passengers. Behavior that may affect the safety of other passengers, the driver, or creates an inappropriate or hostile environment for others will not be tolerated. Inappropriate behavior, conditions, or actions such as eating, drinking, use of tobacco products, foul language, lack of personal hygiene, threatening or disruptive behavior, bothering of other passengers, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances or having open containers of alcohol on the vehicle may result in you being suspended from riding WCMTD vehicles and you may be reported to local law enforcement. WCMTD management will investigate incidents and determine appropriate action. WCMTD management reserves the right to suspend or terminate future transportation service to anyone.

Appeals or requests for further assistance with the appeals process should be directed to:

West Central Mass Transit District
Attn: R. Jean Jumper, Executive Director
West Central Mass Transit District
1120 W Walnut
Jacksonville, IL 62650
217-245-2900

Decisions by WCMTD management with regard to this policy may be appealed in writing to the District Board of Directors. Decisions by the WCMTD Board are final.

Passenger Complaints

West Central Mass Transit District strives to offer safe, affordable and on time service. All WCMTD personnel should be friendly and courteous at all times. If you found your service experience did not meet expectations, you may contact Administration for problem resolution.

WCMTD Administration
1120 W Walnut
Jacksonville, IL 62650
217-245-2900

Door-to-Door Service

WCMTD provides door-to-door service for frail, elderly and/or passengers with disabilities. Door-to-door means that drivers assist you from your home and assist you back to your door in a safe manner.

All able-bodied passengers are given curb-to-curb service meaning you are picked up in front of your home and delivered in front of your destination.

WCMTD drivers are required to assist passengers to and from the bus, on and off the bus, and assist with adaptive equipment and mobility devices. Drivers will operate lift and ramp equipment. Drivers are required to secure mobility devices and adaptive equipment for safety.

Escorting Passengers

Occasionally we have passengers that need special attention while they are on the bus or when they arrive at their destination. Because of this we allow a personal assistant to accompany the passenger, who needs/requires special attention at no charge. Only one non-paying escort is allowed per passenger.

Passenger Attire

For health as well as social reasons, you must wear appropriate attire when accessing an WCMTD vehicle. Proper attire includes shirts; pants, shorts, skirts; and foot covering, such as shoes, sandals, or socks.

Carry-on Items

You should not leave carry on packages, bags, or other personal items in a doorway or aisle that may cause the driver or other passengers to trip. Your personal items should be secured in such a way to allow the driver to move freely; not block windows or emergency exits; and protect riders from injury if carry on packages fall or shift.

WCMTD does not allow common items such as gas cans, or flammable items such as gasoline or propane on the bus. All packages and articles such as book bags, lunch boxes, etc. are subject to search for safety reasons.

Smoking and Eating on Revenue Vehicles

Federal law prohibits the use of all tobacco products on or within 15 feet of WCMTD vehicles. WCMTD policy prohibits eating or drinking on the bus.

Passenger Use of Electronic Devices and Musical Instruments

While riding a WCMTD vehicle, radios, tape players, CD players or other electronic entertainment devices may only to be used with headphones. You must maintain the volume at levels that cannot be heard by other passengers. You may not play musical instruments on a WCMTD vehicle.

Entering Customers Home

Providing door-to-door service does not require that drivers enter your home. Drivers may assist frail, elderly and/or disabled passengers with packages to the vehicle and to the door of their residence. Packages may be placed inside the door but the driver is never to enter the residence.

Receiving Tips and Gifts from Customers

WCMTD employees are prohibited from accepting tips or gifts or any other goods from you, which may, in any way, be construed as an attempt on behalf of the giver to elicit or solicit business favoritism.

WCMTD Regular and School Passes

The discounted fare is provided by State and Federal transit funding sources. Agencies and state funded programs are not eligible for this reduced fare.

If you are enrolled in Medicaid or other state sponsored services you must utilize those resources for transportation.

Senior Service

This discounted fare is provided by State and Federal transit funding, Department of Aging (IIIB), and DHS (Title XX) sources.