



The City of Decatur Decatur Public Transit System & Operation Uplift Paratransit System

Policy, Conduct & Procedure Guide

5/16/2022

DECATUR PUBLIC TRANSIT SYSTEM **& OPERATION UPLIFT PARATRANSIT SERVICE**

The City of Decatur, Decatur Public Transit System (DPTS) Operation Uplift 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 City of Decatur, Decatur Public Transit System. This program provides complementary service for eligible individuals who are not able to use regular bus service (fixed- route) because of a disability or other limitations.

The fixed-route service is open to the general public and is ADA accessible. Many customers find the fixed route service the best and most economical transportation service for people with disabilities. Operation Uplift Para-transit 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 para-transit service as outlined under the Americans with Disabilities Act. This service can only be scheduled within a ½ mile of our fixed route bus service area.

TITLE VI

The City of Decatur, Decatur Public Transit System, and MV Transportation 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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may files a complaint.

For more information on DPTS’s civil rights program, and the procedures to file a complaint, contact the Title VI Officer at (217.542.3559), visit our Multi-Modal Transit Center at 353 E. Williams, Decatur, IL 62523, or our website at <https://decatu.ril.gov/departments/transit/information/>

SERVICE ELIGIBILITY STANDARDS

The City of Decatur, Decatur Public Transit System (DPTS) ADA paratransit services meets the requirements of the Americans with Disabilities Act (ADA). The Americans with Disabilities Act is a federal law that requires the City of Decatur, Decatur Public Transit System and their contracted transit provider, MV Transportation, to provide paratransit service comparable to the local fixed route bus service for people who qualify.

Eligibility for ADA paratransit demand response service is based upon functional abilities rather than medical conditions. An individual is considered as ADA paratransit eligible if there is any part of the local fixed route system that the person cannot use because of a disability or condition. Some people may qualify for paratransit service under specific conditions, which apply on a trip-by-trip basis.

To be eligible for paratransit services, a customer must first submit an application and meet the appropriate eligibility standards. Individuals who do not have a qualifying disability will not be eligible for DPTS paratransit services.

ADA PARATRANSIT ELIGIBILITY

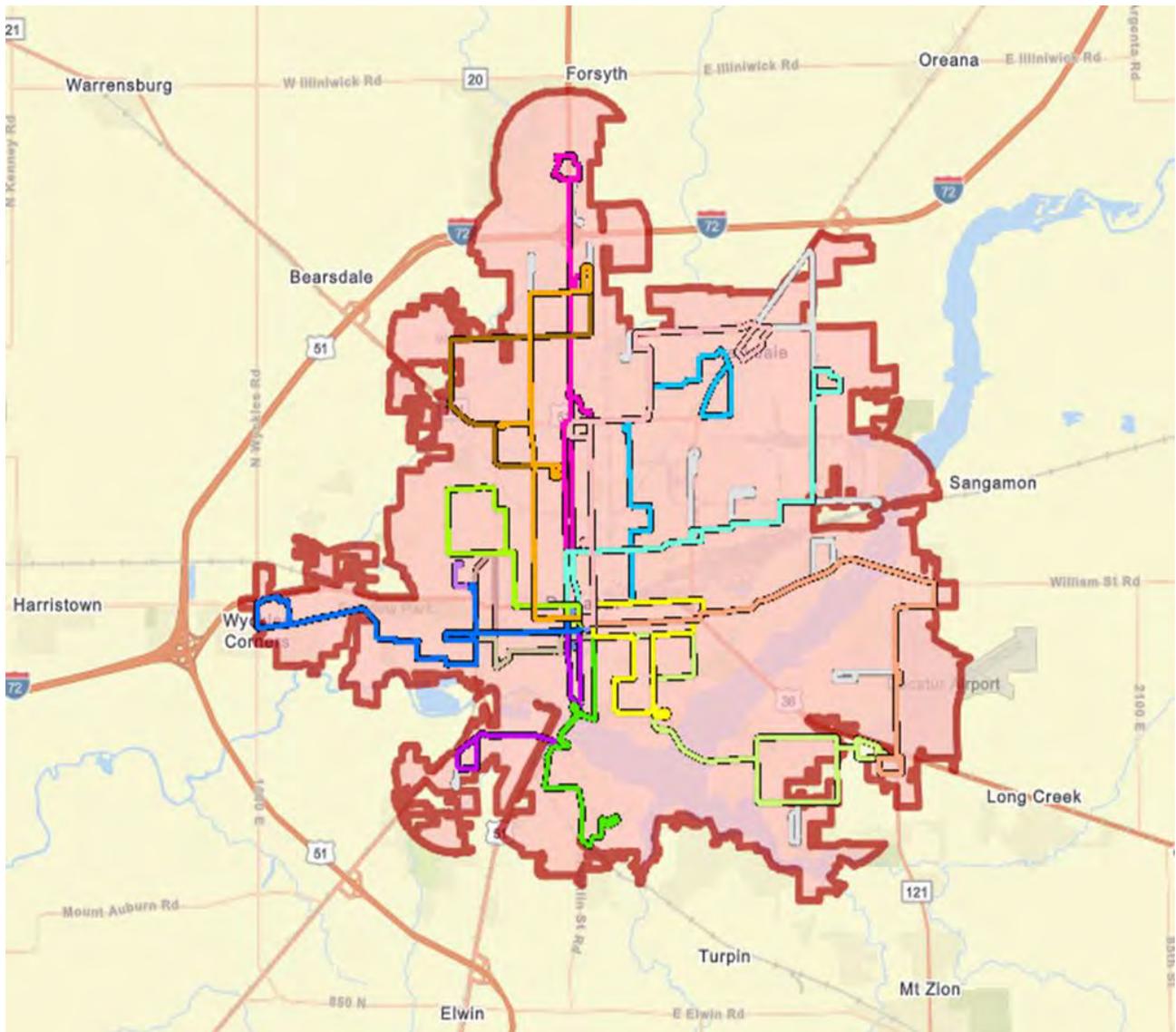
To qualify for DPTS's ADA paratransit service provided by MV Transportation, you must be a person who meets one of the following conditions in compliance with the Americans with Disabilities Act (ADA):

- A disability or condition that prevents the passenger from getting to or from a regular fixed-route bus stop
- A disability or condition that prevents the passenger from waiting at a regular fixed route bus stop

- A disability or condition that prevents the passenger from getting on or off a fixed route bus
- A disability or condition that prevents the passenger from being able to ride a fixed route bus or to understand and follow transit instructions.

A disability alone does not automatically qualify a person to ride the paratransit service as outlined under the Americans with Disabilities Act.

All paratransit trips provided must begin and end within the Decatur Public Transit System Service Area. A map of the service area can be found in red below.



APPLICATION INFORMATION

To obtain an application, please do one of the following:

- Contact DPTS at (217)428.2800 to receive an application by mail.

OR

- In person at the Multi-Modal Transit Center located at 353 E. William St, Decatur, IL 62523

OR

- Download the application from:

<https://decaturil.gov/departments/transit/operation-uplift/>

For assistance filling out an application, please contact DPTS at 217.424.2821

When the Operation Uplift application is submitted to the DPTS Administrative Office, a determination of eligibility will be concluded within 21 days of submission of a properly completed application, though we strive for a much faster response time in most cases.

If there are extenuating circumstances on behalf of DPTS that cause undue delays in the certification process over 21 days, the customer will be considered eligible until a determination is made.

If it is determined that an individual submitting the application meets the criteria for a complementary Paratransit service as defined by the Americans with Disabilities Act, Operation Uplift will issue an ADA Certification card which will allow qualified individuals to use the Operation Uplift Para-transit Service.

Once a customer is considered eligible they will need to visit the Multi-Modal Transit Center located at 353 E. William, Decatur, IL 62523 in order to have their picture taken and receive their Paratransit Picture ID.

TRIP-FARE COSTS

ADA Paratransit Fares, as of 2022

Individual w/ a qualifying disability One-Way Fare	\$2.00
Individual w/ a qualifying disability Round-Trip Fare	\$4.00
Individual w/ a qualifying disability -Saturday (All Day Pass)	\$4.00
Individual w/ a qualifying disability -20 Ride-Tickets	\$36.80
Individual w/ a qualifying disability -Monthly Pass	\$73.60

Drivers will accept the following forms of payment:

- Cash - Correct change only
- Pre-Purchased Tickets

TICKET LOCATIONS:

- Decatur Public Transit Center, 353 E. William Street

SERVICE HOURS

Paratransit services are available at the same time the fixed route is in operation.

Monday-Friday	5:30 am to 7:15 pm
Saturday	6:15 am to 7:15 pm
Sunday	NO SERVICE

Last pick-ups should be scheduled no later than, 6:45pm Monday – Friday and 7pm on Saturday.

No Service on the following holidays:

Christmas Day	July 4 th
Labor Day	New Years Day
Thanksgiving Day	Memorial Day

Make A Reservation

Call Operation Uplift 217-424-2821

- Information, Trip Requests, and Cancellations:
 - Monday thru Sunday: 6:30am to 6:00pm
 - After hours cancellations can be made by leaving a message if a DPTS representative is unavailable.
- DPTS will provide individuals with a 30-minute pick-up and drop-off window when a trip is scheduled.
- ADA paratransit eligible passengers may schedule rides 1-30 days in advance.
- Same day reservations are not accepted
- If you need a trip the next day, DPTS will only guarantee that trip if you call before 5:00pm.
- DPTS drivers cannot request or cancel trips for you; you must contact DPTS paratransit to schedule or cancel trips.
- During the trip, the paratransit vehicle may make several stops to let other passengers on or off before arriving at your destination.

When you request a trip, be ready to provide the dispatcher with the following:

- Your name and phone number
- Your complete pick-up address, including apartment or complex name, unit number or business name
- The complete address and phone number of where you are going; that way DPTS can contact you regarding your return trip if necessary. Your cell phone number may also be appropriate.
- Your arrival time (when you would like to arrive at your destination) or your pick-up time (when you would like to be picked up)
- The time you need the return trip

- The date of your planned trip
- Any special needs you have such as: oxygen, wheelchair or scooter, personal care attendant (PCA), other riders, service animal or pet, food or water.
- The City of Decatur and DPTS do not provide any of the special needs items included above

Denials

If the reservationist cannot schedule a trip within the service hours, service area, and reservation window (1 hour on either side of the request), it is considered a “trip denial.”

Riders may report trip denials to DPTS, even if an alternate trip time offered is accepted by the customer.

DPTS Operations Manager: 217.424.2815

City of Decatur Transit Administrator: 217.542.3559

What is a pick-up window or trip window?

A trip window is an amount of time surrounding your request where the driver will arrive to pick you up. See page 11 for more information.

Did you know?

- The best time to travel to avoid a crowd is during off-peak hours between 9:00am and 1:00pm. Customers often have a better chance at getting the requested schedule without negotiating times during these hours.

Canceling A Reservation

Call 217.424.2821 (within 2 hours)

- If a customer finds that they cannot keep the time they have reserved for their travel, they **must call DPTS** at 217.424.2821 and cancel the reservation. The reservation should be canceled as soon as the customer knows the services will not be needed.
- If the services are canceled **two (2) hours** prior to the scheduled pick-up time, the customer 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, customers 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 customer thinks they will be able to travel.
- If the customer 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 customer will need to keep the original pick-up time.
- **Example:** *A rider goes to the doctor and does not know when their appointment is finished. They schedule their return trip for 4:00 pm. They are finished at the doctor and ready to go at 2:00 pm. The rider can call to see if they can get an earlier ride. If it is not available, they will need to keep their scheduled 4:00 pm time.*

Pick-Up Window of Time

Passengers must be ready to travel from the scheduled pick-up location ten (10) minutes before the scheduled pick-up time and up to ten (10) 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 9:50am and remain there until 10:10am. This is the **pick-up window**.

If the vehicle arrives at the pick-up location between 9:50am and 10:10am, the service is considered on time

The passenger must be at the pick-up location during the pick-up window time and must be ready to travel. If the driver arrives at 9:50am and the passenger is not ready to leave by 9:55am, 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, they will wait for the passenger at least five minutes past the beginning of the pick-up window.

Personal Care Attendant Policy

If a Personal Care Attendant (PCA) is required to assist a passenger during their travels, and if the passenger's ADA certification stipulates the need for a PCA, the PCA will be able to ride at no charge whenever the passenger is traveling. The PCA must board and exit the vehicle at the same time and location as the passenger. DPTS does not provide PCA's or offer PCA type services.

Guest Policy

All paratransit passengers are allowed a PCA at no charge, one guest, and may be allowed an additional guest (2nd guest) if space is available. All guests are required to pay the same one way fare as the passenger. The guest must board and exit the vehicle at the same time as the passenger. The PCA is exempt from the guest policy.

Service Animal Policy

Service animals that provide general assistance to a person with specific disabilities may ride on paratransit vehicles. Service animals must be under the passenger's control at all times. A passenger's request that the operator take charge of a service animal will be denied. Caring for a service animal is the responsibility of the passenger or a personal care attendant.

Pet Policy

- Only small pets in protective carriers are allowed on paratransit vehicles. Carriers cannot take up seats, seating areas, or obstruct pathways on vehicles and must be able to be carried on by a single person
- To ensure comfort of others, animals in carriers need to behave in such a way that does not disturb others
- DPTS reserves the right to remove from transit vehicles or property any animals (including service animals) which act aggressively or pose a direct threat to others

Bringing Packages

- Passengers are only permitted to carry bags and other personal items onto the vehicle.
- Due to space and time limitations; the number of shopping bags and/or personal items are restricted to those that can be easily handled by the passenger and carried aboard without delaying the vehicle.
- The carry-on items must fit within a certain space either on the passenger's lap or in front of their seating area.
- Small hand carts are acceptable.

Operator Responsibilities

- DPTS paratransit operators provide transportation from origin to destination as determined by the ADA and includes door-to-door service. Each rider is required to pay a fare for each one-way trip.
- The DPTS operator must legally park and secure their vehicle on a public roadway or parking lot. Vehicles cannot pull into or back into a residential driveway.
- The operator is responsible for assisting passengers in and out of the van and to and from the entrance or exit of a building.
- Operators may not enter personal residences nor may they enter a building beyond the main door/foyer.
- The operator must be able to maintain sight of their vehicle at all times
- A passenger's request to be assisted from his or her door during extreme weather conditions will be granted.
- The driver will not traverse pathways that have not been fully cleared of snow, ice, or debris, unless an extraordinary circumstance arises which puts the operator or passenger in immediate danger or an emergency arises
- **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 will be granted as long as providing this assistance would not pose a safety risk, or out of visual observation.
- **Pick-up and drop-off locations with multiple entrances:** Requests to be picked up at home, but not at the front door of the residence, will be granted as long as the requested pick-up location does not pose a safety risk.
- **Private Property:** A DPTS operator will 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 paratransit vehicle). The DPTS operator is not required to violate the law or lawful access restrictions to meet the passenger's request.

- The DPTS 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.
- A passenger may take medication while aboard a paratransit vehicle. This includes allowing individuals to administer insulin injections and conduct finger stick glucose testing; however, the DPTS operator is unable to assist.
- **Boarding separately from wheelchair:** A wheelchair user's request to board a paratransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift will be granted.
- **Locating Passengers:** The operator will knock or ring the doorbell in an attempt to reach the passenger before departing without a passenger at a residence. If the operator is unable to locate the passenger, they will request dispatch to phone the passenger prior to leaving without the passenger.

Did you know?

Door-to-door service does not allow operators to assist passengers inside their residences or places they travel to. If you require such assistance, you may need a Personal Care Attendant (PCA). Please refer to page 12 for our PCA policy.

PLEASE NOTE: The operator will not step foot into a passenger's home or residence. Furthermore, they will not take a passenger up and down steps in a wheelchair or motorized mobility device. Lastly, they will not take a passenger further than the lobby entrance of any commercial property or medical facility.

Operator Do's and Don'ts

- Operator must not talk or text message on a cell phone unless a paratransit vehicle is stopped and parked in a safe location.
- 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.
- Operator must drive safely and be courteous.

- Operator must wear a seat belt.
- Operator must secure wheelchairs or mobility devices as described by securement manufacturer.

Please contact the DPTS Operations Manager at 217.428.2815 if you have concerns about your requests for assistance.

Weather Conditions

When weather conditions are not favorable to travel, passengers 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 passenger lives on has not been plowed or in the event several of the streets that the vehicle must travel have not been plowed.

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

Passengers 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 and Wheelchair Considerations

- Each passenger **must** use a seat belt; it is the law in the State of Illinois. If using a wheelchair, the mobility device must be secured to the vehicle in such a way as to prevent it from moving while the vehicle is in motion. The lap and shoulder belt provided by securement manufacturer must also be used.
- DPTS will transport passengers in mobility devices to the extent possible with our equipment. The combined weight of user, mobility device and all belongings and accessories cannot exceed the capacity of the lift. The mobility device must not extend into the aisle after being secured.
- Call DPTS if you have an oversized mobility device or if you have concerns about your device being compatible with the lift or a paratransit and/or non-emergency medical transportation vehicle. Let DPTS know if you change your mobility device at any time.
- If a passenger uses a mobility device and has steps at their residence or destination, please arrange for someone to assist them up and down the steps.

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 will be denied. Having a specific operator is not necessary to afford the passenger the service provided by DPTS.

No Strand Policy

If DPTS picks up a passenger and takes them to their destination and the passenger misses their return trip home, the passenger will need to call to reschedule the ride. Dispatch cannot guarantee a vehicle will be readily available, but DPTS will do their best to get a vehicle to the passenger as soon as possible.

Children Policy

Children under 9 years old must be accompanied by a responsible party. Children under 7 years old or who weigh less than 40 pounds must be secured in an approved child safety seat provided by the passenger. Strollers must be collapsed to fit between the seat and the passenger. Non-collapsible strollers are prohibited. Children are prohibited from riding on another passenger's lap per Illinois Law.

Visitors Policy

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day of the service used by the visitor. Visitors may show their place of residency's paratransit card to qualify for eligibility. Visitors without a paratransit card from their town of residency may qualify for visitor status if they have a visible disability or if they provide a Doctor's Note.

For additional days of service beyond the 365 day period, the individual is expected to register under DPTS's eligibility procedures.

DPTS paratransit eligible passengers traveling to other cities and states are eligible for complementary paratransit service per ADA regulations with the same requirements as above: proof of DPTS paratransit card, visible disability, or a Doctor's note.

Subscription Service

Subscription Service is not required by the ADA. However, in an effort to best meet our passengers' needs, DPTS offers limited Subscription Service for passengers 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. Please contact the DPTS Dispatch staff to further discuss Subscription Service availability.

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." Trips scheduled on Subscription Service that need to be changed or canceled must adhere to scheduling and cancellation guidelines as listed in this rider's handbook.

Customers who are granted subscription service are responsible for all rides affiliated with their profile. 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 DPTS.

CITY OF DECATUR-DPTS “NO SHOW” POLICY

In an effort to provide efficient, courteous, safe, and responsible transportation to our patrons, the City and DPTS invokes the following to define, record, and limit No-Shows on the DPTS Paratransit Service 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**.

POLICY

It is the policy of DPTS to record each customer’s no-show 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: DPTS schedules pick-up and return trips separately. In accordance with FTA Regulations, DPTS 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, DPTS will not automatically cancel subsequent trips of the day. This is consistent with FTA regulations.

Definitions:

No-Show: A No-Show is a trip that is not cancelled at least 2 hours prior to scheduled pick up time and is not completed by the rider when the vehicle arrives within the designated window and the driver waits at least 5 minutes for the passenger.

A No-Show can occur when:

- There has been no call by the passenger (or passenger's representative) to cancel the scheduled trip time.
- The vehicle arrives at the scheduled location within a 30 minute window and the operator cannot reasonably see the customer approaching the vehicle after waiting 5 minutes.
- The Operator has made several attempts to contact the rider by going to the door, if in sight of the vehicle and contacting dispatch to attempt to contact the customer by phone. The operator must get approval to proceed to the next pickup.
- 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.
- Passenger didn't want to travel
- Passenger changed his mind about the appointment
- Passenger didn't know he/she was suppose to ride scheduled or didn't call to cancel.
- Passenger got another ride.
- Passenger does not want to ride with a specific driver or ride in a specific vehicle

Missed Trip:

- The vehicle does not wait the required time within the pickup window. There is no attempted contact with the rider, and the vehicle departs without the rider.
- The vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location
- A passenger will not be charged a No-Show if any of the above criteria are met for a **Missed Trip**.

Late Cancellation: A late cancellation is a trip that has been cancelled less than 1 hour from the requested pick-up time by the passenger.

If the passenger has a No-Show, the passenger will be notified by phone, and asked about any other pending trips for that same day. Furthermore, the passenger will be notified at that time what criteria would need to be met in order to avoid a potential suspension.

No-Shows that are accrued when extenuating circumstances are present will be excused upon request and include the following:

- Sudden Illness
- Accidents
- Family emergency
- Personal Care Attendant 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 cancelled or altered that are outside of the passengers control
- Scheduling error

Continued, noted abuse of the extenuating circumstance clause can result in denial of an excused No-Show which may lead to a suspension of service.

“NO SHOW” POLICY (CONTINUED)

SUSPENSION

Passengers with a no-show percentage greater than 50% of their scheduled trips for any 30 day period, with a 6 trip minimum, will be considered in violation of the “No Show” policy and will be notified via writing with the following:

A warning letter with notice of the pending suspension will be mailed to the address listed on the passenger’s account and will include the following:

- An explanation of pending suspension
- Specific trip data and proving criteria is met for suspension
- How you may appeal the suspension.
- Start and end dates of suspension

All suspensions will begin no sooner than 10 days after issuance of suspension notice.

Suspension durations are to last as follows:

- 1st suspension - 7 days
- 2nd suspension - 14 days
- 3rd suspension - 28 days

Any subsequent suspension will last 28 days. The rider has the opportunity to have all subsequent suspensions expunged if they stay suspension free for a period of 180 days.

SUSPENSION OF SERVICE APPEALS PROCESS

Passengers may appeal a suspension decision by notifying the Operations Manager by phone 217.424.2815. The Operations Manager will contact the passenger within 5 business days of receiving notification to schedule a meeting time to hear the appeal.

Paratransit service shall be provided to the passenger during the time the appeal date is being determined. If the person refuses to attend the appeal hearing, Paratransit service will be suspended until either an appeals hearing is scheduled.

APPEAL

A passenger who has been suspended or terminated may appeal the denial of service by writing to:

**Deputy City Manager
City of Decatur
One Gary K. Anderson Plaza
Decatur, IL. 62523**

- The written request must be received within 60 days of the date of the Letter of Suspension/Termination.
- Upon receipt of the appeal request, the Administrator 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 conclusion of the appeal hearing, the City of Decatur will render a decision on the appeal.

CITY OF DECATUR- DPTS PASSENGER CONDUCT **POLICY**

The City of Decatur oversees fixed route and paratransit bus services within the Decatur Urbanized Area through the City's transit provider contract with MV Transportation through Decatur Public Transit System (DPTS). The safety and security of all public transit passengers and operators is of the utmost concern to the City of Decatur and DPTS. 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 the City of Decatur Public Transit System. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using the City's public transit 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.

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

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

Serious disruptive behavior

- Threats and/or Physical or verbal abuse

- Unlawful harassment, including unwelcome verbal, nonverbal or physical behavior having sexual or racial implications.
- Possession of a weapon on or around transit facilities
- Damaging or destroying transit facilities, the property of another passenger or operator
- Discourteous treatment of passengers or transit operators
- Consumption of alcoholic beverages or illegal drugs.
- Smoking of any kind, including electronic smoking devices
- Bodily fluids or feces released from the passenger.

Disruptive passengers as described above should be handled carefully to protect the safety of other passengers, the operator, and maintain the safe operation of the transit system. Care should be taken by DPTS employees to help ensure a resolution to the situation that does not make the experience more disruptive for other passengers. The operator should request police and/or supervisory assistance when the situation warrants. These situations shall be handled in a fair and consistent manner. The van operator shall document all incidents involving disruptive passengers via an Operation Uplift Incident/Accident Report.

DPTS reserve the right to immediately refuse paratransit service to an individual when necessary to protect the health and safety of other customers or employees.

Other issues related to passenger conduct

Body odor, perfumes or other physical hygiene problems may disturb reasonable comfort of other passengers.

Passengers 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 passengers have an obligation to consider reasonable comfort of other passengers.

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

Federal regulations stipulate:

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 employees of 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.

Seriously disruptive passengers will be handled in the following manner:

- After the first incident, a written warning may be issued to the passenger by the Operations Supervisor or Safety Officer. Warnings thereafter could include a potential service suspension or service termination for the passenger for and upon any future disruptive incidents by the passenger.
- DPTS management may issue a service suspension or service termination. Operation Uplift 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 DPTS vehicle or the operation of the transit vehicle.
- Only the management of DPTS services may issue a service suspension or service termination. A van operator may temporarily deny service in an emergency situation only. In these extremely rare situations, dispatch should be immediately contacted.
- After the second documented incident by an Operations Supervisor or Safety Officer, it will result in a suspension of service.

- Passengers who receive a written warning of any kind from DPTS may, within thirty (30) days of the date of the written warning, file a written response with DPTS and request, in writing, to meet with the General Manager to discuss and review the incident. The General Manager 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
- 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.
- If you wish to appeal the decision please write a letter to:
DPTS Transit Administrator
City of Decatur
555 E. Wood, Decatur, IL 62523

QUESTIONS, COMMENTS, CONCERNS?

We understand that questions or concerns may arise as a result of the service limitations. If you have any questions, comments or suggestions, please contact the DPTS Administrator at 217.424.2820

