

## Renewals

- Paratransit eligibility may be granted for up to four years. New applications must be submitted to renew service. Renewal applications should be submitted at least 30 days prior to the expiration date of the eligibility period. To request an application, call (309) 298-2512, or visit our website at [www.gowest.wiu.edu](http://www.gowest.wiu.edu).

## Visitors

- If you are eligible for paratransit services through another agency or have a disability and plan on visiting our area, you may be given “presumptive” eligibility to use MCPT paratransit services for up to 21 days. *When completing the form, indicate at the top of the application that you are a “visitor.”* It is only necessary to complete part A of the application and return it to Disability Support Services.

### Travel Training

- Go West offers one-on-one training to teach people with disabilities how to ride the regular city buses. Call Go West for Travel Training information.

### Service Area & Hours

- ADA paratransit service is available in the City of Macomb and within 3/4 of a mile of all Go West bus routes. Service is available during the hours that Go West buses are operating.

## Fares

- Riders will pay the same fare that they would normally pay if riding a Go West bus.

## Mobile Assistive Devices

- MCPT complies with ADA guidelines in accommodating all wheelchairs and mobility aids in common use.

## ADA Overview

- The Americans with Disabilities Act (ADA) is a civil rights law. The intent of the ADA is to remove barriers that have prevented people with disabilities from fully participating in life. Under the ADA, Go West buses are to be the primary means of public transportation for everyone, including people with disabilities.

The Americans with Disabilities Act requires that complementary paratransit (curb-to-curb) service be available to persons who, because of a disability, are unable to use the regular bus system.

## INQUIRIES

For more information, call the Office of Disability Support Services at (309) 298-2512 (TTY 298-1856), or visit its website at [www.gowest.wiu.edu](http://www.gowest.wiu.edu). Applications are available online.

## SERVICE COMPLAINTS

Service complaints should be directed to MCPT Transit Director, 701 East Pierce, Macomb, Illinois, (309) 837-7433 (TTY 836-6041), or [mcpt@837ride.com](mailto:mcpt@837ride.com).

MCPT operates its programs and services without regard to race, color, national origin and persons with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the MCPT. Complaints may be filed directly with the Illinois Department of Transportation (IDOT) Civil Rights Office. ATTN: Title VI Program Coordinator 69 Washington Street Room 2100 Chicago, IL 60602 or with the Federal Transit Administration (FTA). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

Revised 2/2021



## ADA Paratransit Service

The McDonough County Public Transportation System's Go West bus service provides paratransit (curb-to-curb) service to eligible disabled City of Macomb residents.

Paratransit service is designed to serve eligible persons who, because of a disability, are unable to use the regular bus system. Transportation is provided in specially designed MCPT transit vehicles for the disabled.

You can ride safe and barrier free in a transit vehicle from MCPT!

**GET WHERE YOU'RE GOING!**

# Get Where You're Going!

## MCPT Provides Barrier Free Public Transportation

---

The McDonough County Public Transportation System (MCPT) provides complementary paratransit (curb-to-curb) service to persons who, because of a disability, are unable to use the regular bus system. Paratransit service eligibility is based upon a person's functional ability to use regular Go West bus service. Through an application process, individuals are granted usage of the paratransit service for up to four years.

### ELIGIBILITY GUIDELINES

- Any person who is unable, because of a disability, to independently board, ride, and/or disembark from a lift equipped bus can use the paratransit service. This includes persons who are unable to "navigate" Go West's system without the assistance of another person.
- Any person with a disability who is able to use a lift or ramp-equipped bus, but for whom any desired trip cannot be made because the fixed route he/she wants to ride is not operated by a lift-equipped bus, may utilize the service. Persons under these circumstances may be eligible for paratransit service. Currently, 100% of the Go West's regular buses are lift-equipped.
- Any person with a disability who has a specific impairment-related condition that prevents him or her from traveling to or from a boarding or disembarking location can use the service.

### CONDITIONAL ELIGIBILITY

- Some people with disabilities may be able to use the regular Go West bus service under certain conditions, but not under others. Therefore, eligibility for paratransit service for some people will be determined on a trip-by-trip basis.

### TEMPORARY ELIGIBILITY

- A person with a temporary disability is eligible for paratransit service if the disability results in his/her functional ability to use the Go West bus system as described above. Temporary eligibility may be granted up to the amount of time recommended by a medical professional.



## APPLICATION PROCESS & MORE

### How to Apply

- To request an application, call (309) 298-2512, or visit the Go West website at [www.gowest.wiu.edu](http://www.gowest.wiu.edu). Submit completed applications to the Office of Disability Support Services (DSS) at Western Illinois University. You will be notified in writing whether or not you are eligible within 21 days of DSS receiving your application; however, incomplete applications may take longer to process.

Applications are also available in braille.

### In-Person Evaluation

- It may be necessary for paratransit applicants to participate in an in-person evaluation to determine eligibility for paratransit services. Applicants will be notified if this will be required.

### Right to Appeal

- Persons who are denied eligibility for paratransit services have the right to appeal the decision. An appeal must be filed in writing within 60 days of the denial of the application. The Appeals Committee will review the appeal. Appeal decisions are made within 30 days of their filing.

Continued on back page...