

POLICIES & PROCEDURES...

- * MCPT drivers will assist disabled and senior passengers in going up and down steps or ramps when it is determined by the drivers to be safe for both the passengers and the drivers.
- * MCPT drivers will assist disabled and senior passengers in loading and unloading up to six regular size grocery or shopping bags not weighing more than 20 pounds per bag.
- * Children under the age of 8 riding in MCPT demand response vehicles must be secured in appropriate child safety seats that meet the standards of the United States Department of Transportation. Child safety seats must be provided by the parents or legal guardians as child seats are not available in the transit vehicles.

- * MCPT will also provide service to personal care attendants and companions traveling with eligible riders. Personal care attendants will ride for free. Companions will be charged the same fare as the passenger. All passengers must wear shoulder and lap seatbelts provided in the vehicles. Seatbelt extensions are provided.



- * Service animals will be permitted to accompany passengers with disabilities and must remain on the floor and out of the aisle of the transit vehicles. Passengers utilizing service animals are responsible for their conduct.

SERVICE COMPLAINTS AND QUESTIONS...

- * Service complaints and questions should be directed to Transit Director, 701 East Pierce Street, Macomb, Illinois, 309/837-7433 or mcpt@837ride.com.

PLEASE NOTE...

No rides are available on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, and Christmas Day. No service is provided after 12:00 pm on Christmas Eve.

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.

**CALL 837-7433 (TTY 837-6402)
TO SCHEDULE A RIDE!**



Demand Response Public Transportation Service

Get door-to-door and curb-to-curb service in specially designed MCPT transit vehicles for the elderly and disabled and all residents of Macomb and McDonough County.

All MCPT vehicles are equipped with wheelchair lifts or ramps and securement systems and all drivers are experienced in their use.

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

**GET WHERE
YOU'RE GOING!
309-837-7433**

Get Where You're Going!

You can ride safe and stress free with MCPT!

The McDonough County Public Transportation System (MCPT) provides demand response door-to-door and curb-to-curb public transportation service in Macomb and McDonough County. Door-to-door service is primarily for the elderly and disabled that are too frail or physically incapacitated to board or disembark transit vehicles at the curb. Curb-to-curb service is available to the general public, senior citizens and the disabled that are physically able to board or disembark transit vehicles at the curb without assistance from the driver. All MCPT transit vehicles are equipped with wheelchair lifts or ramps and securement systems and all drivers are experienced in their use.

FARES...

- * An in-town, one-way fare for riders age six through 59 is \$2.00, and in between towns, a one-way trip is \$3.00.
- * Senior citizens 60 and over ride free. Disabled riders pay \$1.00 less than the full fare.*
- * Passengers under six years ride free, but must be accompanied by an adult.
- * An additional one-way fare of \$4.00 is charged for rides not scheduled at least one day in advance. This amount is waived in the case of medical and other emergencies.
- * Passengers are encouraged to have exact fare; drivers may not be able to make change.

SCHEDULING A RIDE...



- * Service is available Monday through Friday, 5:30 am to 5:30 pm and Saturday 7:00 am to 1:00 pm. Call MCPT at 837-7433 Monday through Friday from, 5:30 am to 5:30 pm, to schedule a ride.**
- * Rides must be scheduled at least one day in advance to avoid the additional one-way fare.
- * Schedule drop-off times at least 15 minutes prior to your appointment time to allow for delays during the peak periods of 8:00 to 11:00 am and 1:00 to 4:00 pm. Be ready 15 minutes before your scheduled pick-up time.



CANCELLING A RIDE...



- * Passengers are encouraged to cancel scheduled rides at least 24 hours in advance if possible. Any cancellation received later than one hour prior to the scheduled pick-up will be considered a late cancellation and will be noted on the passenger's record.
- * Three or more late cancellations in a 90-day period will be considered excessive. Passengers will receive a written notification of such by mail.
- * Three or more no-shows in a 90-day period will be considered excessive. Passengers will receive a written notification of such by mail.
- * Passengers who are not present for their pick-up within five minutes of the scheduled pick-up time are considered no-shows.
- * Passengers having an additional no-show during the next 90-day period will be denied service for a 15-day period following the additional no-show.
- * No-shows that occur because of an emergency beyond the passenger's control will be a non-chargeable no-show if the passenger can provide a documented explanation.