



ADA Paratransit Service
Rider's Guide

Effective January 1, 2021

Updated: June 23, 2021

Rider's Guide for City of DeKalb Paratransit Services

This Rider's Guide is designed to assist passengers in using the City of DeKalb's ADA paratransit and non-emergency medical transportation (NEMT) services, providing valuable information that is helpful in making trips convenient and hassle-free.

For information about this guide or services provided by the City of DeKalb paratransit services, including applications or information on eligibility, please contact Transdev at (815) 420-5500.

Table of Contents

Welcome	5
Title VI and Reasonable Modification Policy	6
Service Eligibility Standards	7
Paratransit Eligibility	8
Paratransit Service Area	9-10
Non-Emergency Medical Transportation (NEMT)	11
Non-Emergency Medical Transportation Service Area	12
Application Information	13
Trip Costs and Fare Types	14
Service Hours	15
Make a Reservation	16-17
Denials	18
Canceling a Reservation	19
Return Trips	19
Pick-Up Window of Time	20
Personal Care Attendant Policy	21
Guest Policy	21
Service Animal Policy	21
Pet Policy	22
Bringing Packages	22

Table of Contents (continued)

Operator Responsibilities	22-26
Weather Conditions	27
Seat Belt and Wheelchair Considerations	28
Trip Purpose Priority	29
No Strand Policy	29
Children Policy	29
Visitors Policy	30
Subscription Service	30-31
No-Show Policy	32-35
Passenger Conduct Policy	36-43
Rural Transportation Services	44



Welcome to City of DeKalb's Paratransit and Non-Emergency Medical Transportation Services

The City of DeKalb's ADA paratransit and non-emergency medical transportation (NEMT) services are a shared ride, door-to-door transportation program utilizing specialized vehicles. Both the paratransit and non-emergency medical transportation services are provided by Transdev Services Inc. (Transdev) under the supervision of the City of DeKalb (City).

The ADA paratransit service is available for individuals who are not able to use regular bus service — also called “fixed route” — because of a disability or other limitations. The paratransit services provides door-to-door transportation within the DeKalb Urbanized Area.

The non-emergency medical transportation (NEMT) service is available for eligible individuals who require transportation to specialist medical appointments within a 35 mile radius of DeKalb.

The fixed route service is open to the general public and is ADA accessible. Many passengers find the fixed route service is often the best and most economical transportation service for persons with disabilities.

Title VI

The City of DeKalb and Transdev Services Inc. 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 file a complaint with the City of DeKalb.

For more information on the City of DeKalb's civil rights program, and the procedures to file a complaint, contact the Title VI Officer at (815) 748-2370; or visit our administrative office at 1216 Market St., DeKalb, IL 60115.

Reasonable Modification Policy

The City of DeKalb and Transdev Services Inc. provide information about how to make requests for reasonable modifications readily available to the public through the City's website at: www.cityofdekalb.com/1258/Federal-Regulations.

Service Eligibility Standards

The City of DeKalb ADA paratransit service meets the requirements of the Americans with Disabilities Act (ADA). The Americans with Disabilities Act is a federal law that requires the City of DeKalb and their contracted transit provider, Transdev Services Inc., to provide paratransit service comparable to the local fixed route bus service (Huskie Line) 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 bus 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 and/or non-emergency medical transportation services, a customer must first submit an application to Transdev and meet the appropriate eligibility standards. Individuals that do not have a qualifying disability will not be eligible for the City of DeKalb paratransit or non-emergency medical transportation services.

ADA Paratransit Eligibility

To qualify for the City of DeKalb's ADA paratransit service provided by Transdev, 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 prevents the passenger from being able to ride a fixed route bus or to understand and follow transit instructions.

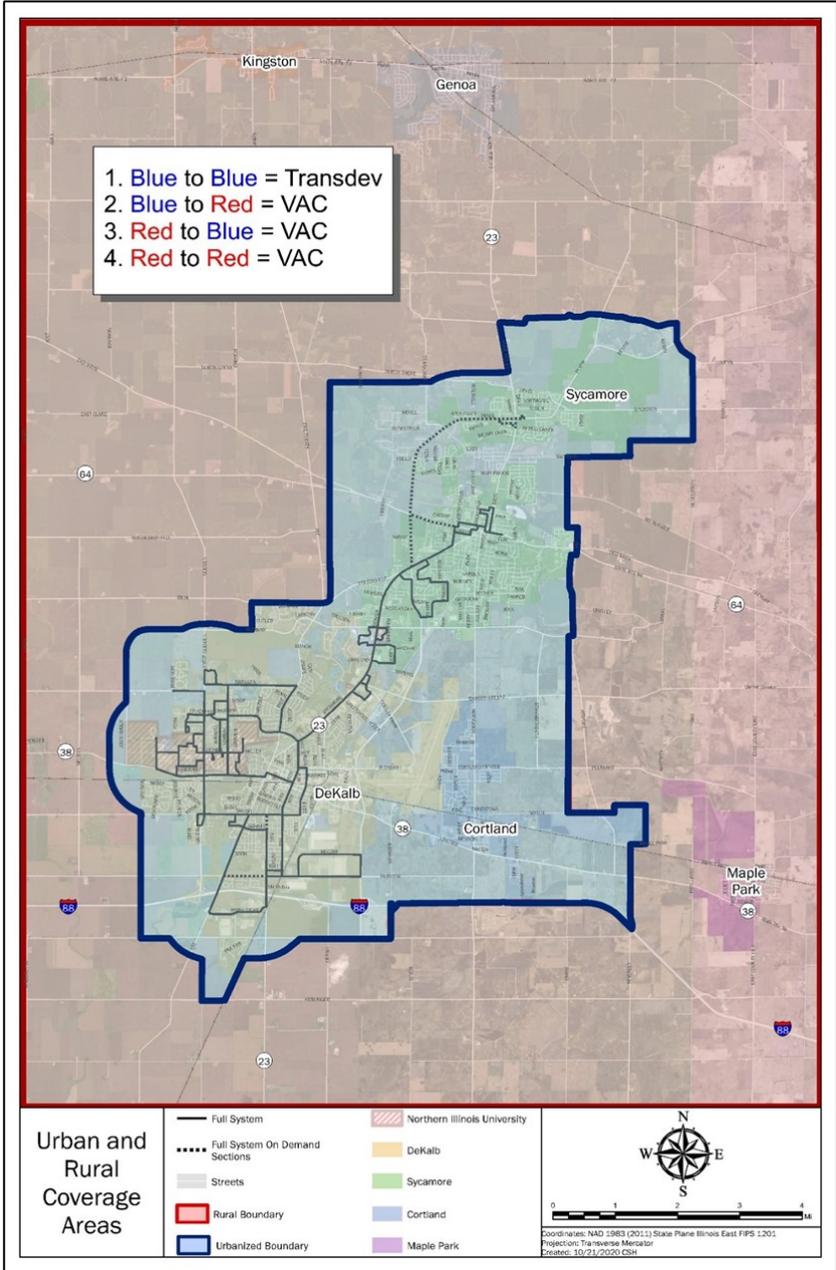
A disability alone does not automatically qualify a person to ride the paratransit service as outlined under the Americans with Disabilities Act.

All paratransit trips provided by Transdev must begin and end within the DeKalb Urbanized Area. A map of the service area can be found on page 10. Paratransit fare information is available on page 14.

Paratransit Service Area

- All City of DeKalb paratransit rides must begin and end within the DeKalb Urbanized Area. Please refer to the map on page 10.
- If a customer's ride begins or ends outside of the DeKalb Urbanized Area, the customer will need to contact the Voluntary Action Center of Northern Illinois (VAC) to schedule the ride.
- The blue shaded area represents the Urban paratransit service area that will be serviced by Transdev; the red shaded area represents the Rural paratransit service area that will be serviced by VAC.
- Passengers whose trip begins and ends within the **blue** shaded area will contact Transdev to schedule a paratransit ride.
- Passengers whose trip begins in the **blue** and ends in the **red**, or begins in the **red** and ends in the **blue** will contact VAC to schedule a paratransit ride.
- Passengers whose trip begins and ends in the **red** will contact VAC to schedule a paratransit ride.
- Please see page 44 for additional information about the Voluntary Action Center of Northern Illinois.

Paratransit Service Area



Non-Emergency Medical Transportation **Eligibility**

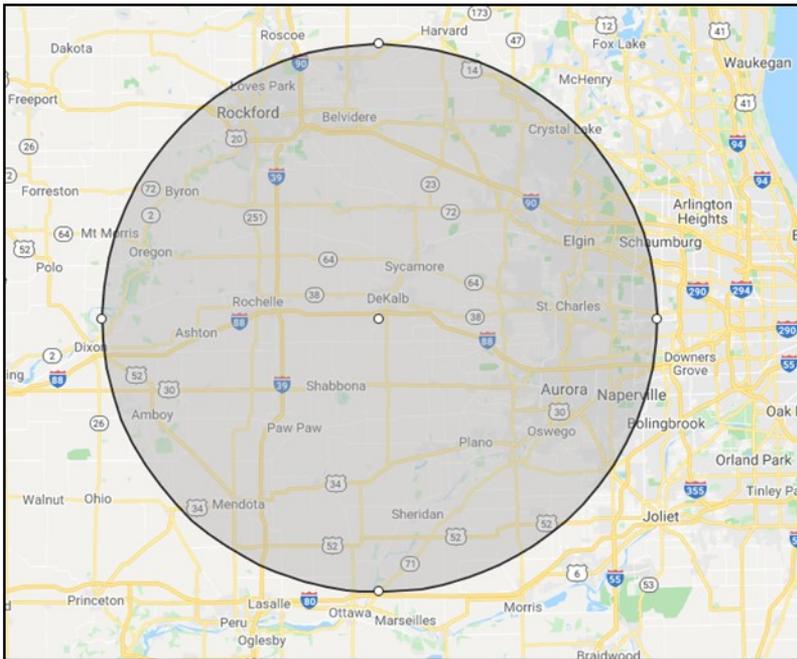
Any individual who qualifies for the City's ADA paratransit service is also eligible for the City's non-emergency medical transportation (NEMT) services provided by Transdev. Non-emergency medical transportation is a non-emergency medical transportation service.

Non-emergency medical transportation provides eligible riders with access to specialist medical appointments outside of the DeKalb Urbanized Area and within a 35-mile radius of DeKalb. Non-emergency medical transportation is available Monday-Friday from 7:00am until 6:00pm with no service on weekends or holidays. NEMT trips can be booked up to fourteen (14) days in advance of the appointment as space allows. Documentation may be required to confirm that requested trips are for specialized medical appointments.

A map of the non-emergency medical transportation service area can be found on page 12. Fare information for non-emergency medical transportation can be found on page 14.

Non-Emergency Medical Transportation Service Area

Non-emergency medical transportation service to specialized medical appointments will be provided within a 35 mile radius of DeKalb for eligible paratransit riders located within the DeKalb Urbanized Area. Passengers located outside of the DeKalb Urbanized Area in need of non-emergency medical transportation services can contact the Voluntary Action Center of Northern Illinois to schedule a ride.



Application Information

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

- Contact Transdev at (815) 420-5500 to receive an application by mail.

OR

- In person at Transdev located at 1825 Pleasant Street in DeKalb.

OR

- Download the application from www.cityofdekalb.com.

For assistance filling out an application, please contact Transdev at (815) 420-5500

When a complete application is submitted to Transdev, a determination of eligibility will be concluded within 21 days of submission of a properly completed application.

If Transdev causes any undue delays in the certification process over 21 days, the customer will be considered eligible until a determination is made.

Trip Costs and Fare Types

ADA Paratransit *One-Way Fare*

Individual with qualifying disability	\$1.00
---------------------------------------	--------

Non-Emergency Medical Trans *One-Way Fare*

Individual with qualifying disability	\$7.50
---------------------------------------	--------

Drivers will accept the following forms of payment:

- Cash - Correct change only
- Pre-Payment to Transdev via Phone

Telephone Purchase by Credit Card

(815) 420-5500

When a passenger cannot or refuses to pay, the ride will be denied. The City requires a payment for each and every ride.

Service Hours

Regular Service Hours

Regular Service operates during Northern Illinois University's Spring and Fall semesters.

ADA Paratransit Door-to-Door Service

Monday - Sunday: 7:00AM to 12:00AM

Non-Emergency Medical Transportation

Monday - Friday: 7:00AM to 6:00PM

Break Service Hours

Break Service operates during Northern Illinois University's Spring Break, Summer Break, Thanksgiving Break, and Winter Break periods.

Paratransit

Monday - Sunday 7:00AM to 10:00PM

Non-Emergency Medical Transportation

Monday - Friday: 7:00AM to 6:00PM

No Service on the following holidays:

- New Years Day
- Thanksgiving Day
- Christmas Day



Make A Reservation

Call Transdev at (815) 420-5500

- **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 Transdev representative is unavailable.
- Transdev will provide individuals with a 20-minute pick-up and drop-off window when a trip is scheduled.
- ADA paratransit eligible passengers may schedule rides 1-7 days in advance.
- If you need a trip the next day, Transdev will only guarantee that trip if you call before 6:00pm.
- Transdev drivers cannot request or cancel trips for you; you must contact Transdev 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.

Make A Reservation

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 Transdev 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 DeKalb and Transdev 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 Transdev or the City of DeKalb, even if an alternate trip time offered is accepted by the customer.

Transdev General Manager: 815-420-5505

City of DeKalb Transit Manager: 815-748-2370

What is a trip window?

A trip window is an amount of time surrounding your request where the driver will arrive to pick you up. See page 20 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

(815) 420-5500 (within 2 hours)

- If a customer finds that they cannot keep the time they have reserved for their travel, they **must call Transdev** at (815) 420-5500 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.

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. Transdev does not provide PCA's or offer PCA type services.

Guest Policy

One guest may ride with a passenger if space is available and if the guest pays the same fare as the passenger per one way trip. The guest must board and exit the vehicle at the same time as the passenger.

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
- The City and Transdev reserve 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

Transdev 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.

Operator Responsibilities (continued)

The Transdev 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 or assist beyond the ground level of a building. 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 leave a vehicle unattended or out of visual observation.

Operator Responsibilities (continued)

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 Transdev 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 Transdev operator is not required to violate the law or lawful access restrictions to meet the passenger's request.

The Transdev 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's request for Transdev operators to handle the fare when the passenger with a disability cannot pay the fare by the generally established means will be granted on paratransit and non-emergency medical transportation services. Transdev operators are not required or allowed to reach into pockets, purses or

Operator Responsibilities (continued)

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 Transdev 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 door bell 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 21 for our PCA policy.

Operator Responsibilities (continued)

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.

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 Transdev General Manager at (815) 420-5500, if a request for assistance is not being met.

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.
- Transdev 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 Transdev 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 Transdev 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 Transdev.

No Strand Policy

If Transdev 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 Transdev 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. For additional days of service, the individual is expected to register under Transdev's eligibility procedures.

DeKalb Urbanized Area paratransit eligible passengers traveling to other cities and states are eligible for complementary paratransit service per ADA regulations. The passenger must provide documentation to the local transit agency clarifying their ADA eligibility status.

Subscription Service

Subscription Service is not required by the ADA. However, in an effort to best meet our passengers' needs, Transdev 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 Transdev Dispatch staff to further discuss Subscription Service availability.

Subscription Service (continued)

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 (P. 15) and cancellation (P. 17) guidelines as listed in this rider’s guide.

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 Transdev.

City of DeKalb/Transdev “No Show” Policy

In an effort to provide efficient, courteous, safe, and responsible transportation to our patrons, the City and Transdev invokes the following to define, record, and limit No-Shows on the Transdev 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 the City and Transdev 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: Transdev schedules pick-up and return trips separately. In accordance with FTA Regulations, Transdev 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, Transdev will not automatically cancel subsequent trips of the day. This is consistent with FTA regulations.

“No Show” Policy (continued)

Definitions:

No-Show: A No-Show is a trip that 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.

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.

“No Show” Policy (continued)

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.

- 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:

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.

City of DeKalb Passenger Conduct Policy

The City of DeKalb oversees fixed route and paratransit bus services within the DeKalb Urbanized Area through the City's transit provider contract with Transdev Services Inc. The safety and security of all public transit passengers and operators is of the utmost concern to the City of DeKalb and Transdev Services Inc. 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 DeKalb Public Transit service. 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.

City of DeKalb Passenger Conduct Policy **(continued)**

Inappropriate Behavior

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

- Profanity
- Refusal to share seat with another passenger
- Loud music
- Distracting the operator
- Pushing and jostling when getting on the transit vehicle

Serious Disruptive Behavior

Serious disruptive behavior is conduct that is violent, illegal, or endangers the health or safety of others. Such behavior includes, but is not limited to the following:

- Threats
- Physical or verbal abuse
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial implications

City of DeKalb Passenger Conduct Policy **(continued)**

- Possession of a weapon on or around transit facilities or vehicles
- Damaging or destroying transit facilities or the personal property of another passenger or transit operator
- Drinking alcoholic beverages
- Possession or use of illegal drugs
- Smoking of any kind, including electronic devices
- Discourteous treatment of passengers or transit operators
- Bodily fluids released from the passenger, clothing, or mobility device.

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and maintain the safe operations of the transit system. Care should be taken by Transdev employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The bus operator should request police and/or supervisory assistance when the situation warrants.

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

City of DeKalb Passenger Conduct Policy **(continued)**

Other issues related to passenger conduct:

Body odor, perfumes or other physical hygiene problems may disturb the reasonable comfort of other customers. Customers 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 customers have an obligation to consider reasonable comfort of other customers.

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

Federal regulations stipulates:

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 or other persons.

City of DeKalb Passenger Conduct Policy **(continued)**

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.

The City of DeKalb complies with existing laws governing the exposure of persons to human biological hazards and other health related hazards. This is a serious issue for City of DeKalb and Transdev since many of our customers are in a high-risk category due to age and/or lowered immune system.

In order to protect Transdev operators as well as our customers, Transdev will deny transportation to any person who has visible evidence of any open or festering wound or sore. An open wound or sore may include but is not limited to medically-related opening which creates leaking or discharge of bodily fluids or an injury that causes an external break in body tissue. Parents or guardians with infants and young children under the age of three will not be denied transportation. However, you are expected to attend to such issues, prior to boarding any Transdev vehicle if possible.

City of DeKalb Passenger Conduct Policy (continued)

Seriously disruptive passengers will be handled in the following manner:

- After the first incident of **serious disruptive behavior**, a written warning may be issued to the passenger by a member of the Transdev management staff. Also, after the first, second or third incident of **inappropriate behavior**, a warning could include a potential service suspension or service termination for the passenger for and upon any future disruptive incident by the passenger.
- Transdev 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 Transdev vehicle or the safe operation of the transit system. Only the management of Transdev or the City may issue a service suspension or service termination. A bus operator may temporarily deny service in an emergency situation only.
- After the second documented incident by Transdev management, it will result in a suspension of service.

City of DeKalb Passenger Conduct Policy **(continued)**

Passengers who receive a written warning of any kind from Transdev or the City may, within thirty (30) days of the date of the written warning, file a written response with Transdev 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 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.

City of DeKalb Passenger Conduct Policy **(continued)**

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to the City of DeKalb by submitting a written request for an appeal. The written request must be received by the City of DeKalb within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the Transit Manager of the City 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 the conclusion of the appeal hearing, the Transit Manager will render a decision on the appeal within seven (7) days.

Suspension Appeals Process

If you wish to appeal the decision, please write a letter to:

**Transit Manager
City of DeKalb
1216 Market St.
DeKalb, IL 60115**

Rural Transportation Services

The Voluntary Action Center of Northern Illinois (VAC) provides door-to-door Rural transit services throughout DeKalb County. Individuals that need to travel into or out of the DeKalb Urbanized Area can utilize VAC transit services for this purpose. The VAC transit services are open and available to senior citizens, individuals with disabilities, and the general public travelling within DeKalb County.

Additionally, individuals who live outside of the DeKalb Urbanized Area and require non-emergency medical transportation services may contact VAC to schedule a ride with their MedVAC service. The MedVAC service operates within a 40-mile radius of the VAC office located in Sycamore, providing transportation to and from specialist medical appointments and social security appointments.

All passengers utilizing VAC's services must register with VAC prior to scheduling a ride.

For additional information about the services provided by VAC, including their service area, fare structure, and hours of service, please contact VAC at 815-758-3932 or visit their website at www.vacdk.com.