



## **Passenger Comments & Complaints**

LCCOA strives to offer safe, affordable and on time service. All LCCOA personnel should be friendly and courteous at all times. If you found your service experience did not meet expectations, you may contact the Executive Director or Dispatch Manager for problem resolution at 815-288-9236.

### **Further Questions**

Anyone with questions not addressed in this handbook may call 815-288-9236.

LCCOA reserves the right to make changes to policies and procedures at any time without notice.

### **Lee County Council on Aging**

#### **Statement**

It shall be the mission of the Lee County Council on Aging, a not for profit organization, to serve all members of the community regardless of race, sex, color, national origin or religion and act as a conduit with the public and state agencies to help seniors maintain optimal level of function. This is achieved by building community capacity, assure transportation advocate and coordinate programs of aging issues, and maximize availability of resources to attain individual needs.

#### **Mission**



## **LEE COUNTY COUNCIL ON AGING**

100 West Second Street

Dixon, IL 61021

**815-288-9236**

## **PASSENGER HANDBOOK**



## Fares

Lee County Council on Aging provides transportation to people of all ages.

Children aged 5 and under must be accompanied by an adult. Our goal is to provide safe, efficient and economical transportation. The following are the fares for LCCOA transportation.



- 0-5 \$1.00 each way
- 5-59 \$2.00 (in town) each way
- 60+ \$1.00 each way (in town) each way
- People w/disabilities \$1.00 (in town) each way
- Same Day Cancel \$2.00 each way
- Same Day Ride \$2.00 each way + ride fee
- Same Day Change \$3.00
- No Show \$5.00
- Out of Town Rides \$.35 per mile  
(Seniors & People w/disabilities have a \$5.00 cap)

LCCOA Transportation System is a demand-response, curb to curb service. LCCOA is a public paratransit service. The program does not provide emergency transportation services. Our drivers are not paramedics. Persons who are experiencing a medical crisis should call 9-1-1.

## Passenger Behavior

All passengers are required to be courteous and considerate of the driver and other passengers. Instructions from a driver are to be followed by all passengers. Behavior that may affect the safety of other passengers, the driver, or creates inappropriate or hostile environment for others will not be tolerated.

Inappropriate behavior, conditions or actions as defined in the "Absolutely NO" section may result in the passenger being suspended from riding LCCOA vehicles and may be reported to local law enforcement. LCCOA management will investigate incidents and determine appropriate action. LCCOA management reserves the right to suspend or terminate future transportation to anyone.

## Incident Reporting

Any Lee County Council on Aging personnel experiencing or observing disruptive behavior shall report such incident to their supervisor as soon as possible following the incident.

Call today to get your ride scheduled in advance.

**815-288-9236**

## **Wheelchair Information**

A “common wheelchair” is defined as “a device which does not exceed 30 inches in width, and 48 inches in length measured two inches above ground, and does not weigh more than 600 pounds when occupied.”

For safety and liability reasons, LCCOA adheres to the following guidelines:



- Passengers utilizing a wheelchair will be allowed to transfer to a regular seat in the vehicle, if the passenger requests to do so and is able to complete the transfer with no assistance from the driver.
- An individual who requires use of a lift may not be refused service to any destination.
- The passenger must ensure ramp and wheelchair paths are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.

## **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 an escort to accompany the passenger, who needs/requires special attention at no charge. Only one non-paying escort is allowed per passenger.

Escorts are only allowed when the passenger cannot make the trip without an escort accompanying them.

## **Reservations**

Reservations must be scheduled one (1) business day in advance Monday - Friday during office hours 6:00 a.m. to 2:00 p.m. by calling **1-815-288-9236**.

All requests for out of town rides must be made at least two (2) business days in advance.

All transportation is based on space and vehicle availability. **Drivers are not allowed to take reservations.** When calling for a reservation, be prepared to give the following information:

- \* Name and Address
- \* One-Way or Two-Way Trip
- \* Telephone Number
- \* Date of Appointment
- \* Time of Appointment
- \* Address of Destination



## **ABSOLUTELY NO**

- ◊ Eating or Drinking
- ◊ Smoking or Vaping
- ◊ Standing
- ◊ Taking non-prescription drugs
- ◊ Riding while under the influence of alcohol or illegal drugs
- ◊ Possession of weapons
- ◊ Transportation of any hazardous substance
- ◊ Improper dress (example; no shirt, no shoes, etc.)
- ◊ Damaging or disfiguring the vehicles
- ◊ Removing any items from the vehicle not belonging to the passenger (example; fares, packages, supplies , etc.



## ***Hours of Operation and Closures***

Transportation is available Monday through Friday 6:00 a.m. to 5:00 p.m. with the exception of observed holidays. These include New Years Day, News Years Eve, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve and Christmas Day.

To ensure the safety of our passengers, LCCOA will not transport during inclement weather. Please listen to local media for closure information.



## ***Packages***

LCCOA is NOT responsible for any personal items or packages lost or stolen. All items must be secured while in transport. Drivers are not responsible for carrying packages for passengers. Packages and bags are limited to 2 or less and under 20 pounds each. There will be a charge of \$1.00 for each additional package or bag.

## **Passenger Guidelines**

Our goal is to provide safe, efficient and economical transportation. Passengers are asked to observe the following guidelines. Failure to do so may result in suspension or termination from the program:

- All passengers are required to wear seat belts at all times unless a confirmed medical exception exists.
- All passengers must be capable of remaining seated while vehicle is in motion.
- All electric/manual mobility devices are required to be secured by a LCCOA employee with proper securing devices.
- Passengers cannot demand change in the schedule, or request to be picked up first or last.
- Drivers will not wait more than 5 minutes for passengers to board.
- After 3 “No Shows” (see No Show policy) within a 3 month period you will be suspended for 30 days.
- Physical or verbal abuse of the driver, or other passengers will not be tolerated.
- Personal hygiene that is consistently offensive to another passenger. The driver will deemed necessary to speak with the passenger privately and may result in further action.

## **Cancellations**



- If your ride needs to be cancelled, you must cancel 24 hours prior to the pick up time. If the rider cancels the day of pick up then a \$2.00 fee will be charged for each way of the trip. If a rider fails to cancel and the vehicle shows up for pick up then a “No Show fee” will be charged of \$5.00 and any other rides for the day will be cancelled. Please see “No Show” policy below.

**No Shows** - LCCOA reserves the right to deny ridership if a passenger consistently misses scheduled rides. For every No Show a charge of \$5.00 is assessed to the rider account. Three (3) No Shows within a one (1) month period will result in a suspension for a thirty (30) days period, the account also must be paid in full prior to being able to ride again.

*Your consideration concerning cancellations is important in avoiding unnecessary trips.*

Call today to get your ride scheduled in advance.

**815-288-9236**

## **Pick-up/Return Policy**

Please allow flexibility in pick-up times. Please be ready 15 minutes prior to your scheduled pick-up time. Passengers who are prompt help us to be on time, which helps us to provide better and faster service. Upon arrival, the driver will honk (if necessary), if there is no response within 3 minutes, the driver will contact the main office. The dispatch office will then try to contact you. If no contact is made then you will be considered a "No Show", please see the "No Show" policy.



### **Medical Appointments:**

Please call 815-288-9236 after your medical appointment and a vehicle will be dispatched to your location. Please be advised that there may be a short wait, we will do our best to get you home in a timely manner. LCCOA does have other appointments, however your ride will be placed into the first available slot. If you feel like you have waited too long, please feel free to call and check on your ride status.

*Thank you for being patient!*

## **Suspension Notification**

The Executive Director shall determine if the reported incident is to be considered disruptive behavior. If the incident in question is deemed disruptive, the following action will take place.

- ◊ First Incident: Verbal Warning
- ◊ Second Incident: Written Warning
- ◊ Third Incident: 30-Day Suspension
- ◊ Fourth Incident: 60-Day Suspension
- ◊ Fifth Incident: Indefinite Suspension

## ***Service Animals***



Service Animals are permitted on the vehicles. Please be prepared with appropriate documentation for your Service Animal when boarding the vehicle. If you have a Service Animal that will be riding with you, please let dispatch know when scheduling your ride.

All other pets must be crated while on the LCCOA vehicle. There is no exception to this rule.

The Americans with Disabilities Act says that a Service Dog must be trained specifically for a person with a disability. That means it can't just be a general-purpose assistance dog, but rather it must be trained specifically for one person. The person who is getting the dog must have a disability that rises to a level that the Americans with Disabilities Act considers a disability.