



**405 Mounds St.  
Jerseyville, IL 62052**

**(618)-498-6003  
(844)-874-7433**  
[www.ilvalley-edc.org](http://www.ilvalley-edc.org)

# ***Rider Handbook***

**Serving: Jersey, Greene, and Calhoun Counties**



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## **MISSION STATEMENT**

To provide affordable and accessible transportation services for residents of Greene, Jersey, and Calhoun Counties. Partnering with surrounding areas transportation providers to promote independence and self-sufficiency.

## **PASSENGER BILL OF RIGHTS**

As a TRI-COUNTY RURAL TRANSIT rider, you are entitled to:

- Safe, reliable, and courteous service.
- A clean, comfortable, well-maintained vehicle that meets Illinois State safety and vehicle inspection requirements.
- A vehicle carrying public liability insurance equal to or greater than Illinois State requirements.
- A licensed, fully trained driver neatly dressed and well mannered, whose name and photograph are displayed on identification badges worn by each driver.
- Compliance with all vehicle and traffic laws and regulations.
- Dependable departures and full schedule information.
- Safe, orderly procedures for loading and unloading of passengers.
- Fair and reasonable rates.
- Diligent investigation and timely redress of complaints.

Should you have a complaint against a driver or vehicle displaying the TRI-COUNTY RURAL TRANSIT logo, please contact 618-498-6003.

## **DESCRIPTION OF SERVICE**

TRI-COUNTY RURAL TRANSIT provides public transportation through a demand-response **non-emergency service.**

## **SERVICE AREA**

TRI-COUNTY RURAL TRANSIT's service area includes the counties of Jersey, Greene, and Calhoun Counties.

## **DAYS AND HOURS OF SERVICE**

TRI-COUNTY RURAL TRANSIT's office hours are 7:00 A.M. to 4:30 P.M., Monday-Friday.

Our offices are closed on the following holidays:

**New Year's Day  
Martin Luther King Jr. Day  
Lincoln's Birthday  
President's Day  
Memorial Day  
Juneteenth Day  
Independence Day  
Labor Day**

**Columbus Day  
Election Day  
Veterans Day  
Thanksgiving Day  
Black Friday  
Christmas Day**

## **SERVICE TYPES**

**Routine** – Riders need no special assistance to board or un-board the vehicle.

**Door-to-door Service** – Driver will assist the passenger from the door of the pick-up point to the TRI-COUNTY RURAL TRANSIT vehicle and from the TRI-COUNTY RURAL TRANSIT vehicle to the door of the destination point.

Under no circumstances will the driver be allowed to enter a client's residence or apartment building beyond the first outer door or the ground floor lobby of any building and, therefore, cannot perform any personal services for the client.

If requested, the TRI-COUNTY RURAL TRANSIT driver will assist passengers boarding and un-boarding the vehicle.

Riders who need more assistance than TRI-COUNTY offers will need to travel with an escort. Riders in need of this assistance may bring one escort who may travel with the passenger at no charge.

IN THE EVENT OF ANY QUESTION OF SAFETY, REGARDING ANY TRANSPORTATION SERVICE, IT MAY BE NECESSARY FOR AN ON-SITE INSPECTION BY THE SUPERVISOR. THE SUPERVISOR WILL MAKE THE DETERMINATION AND INFORM THE CLIENT AT THE TIME OF REVIEW.

## **RESERVATIONS, SCHEDULING, AND CANCELLATIONS**

Customers must call 1-844-874-7433 a minimum of one day in advance to schedule transportation. TRI-COUNTY RURAL TRANSIT will not guarantee reservations taken past 12:30 P.M. the day before service is required.

The dispatcher will not be responsible for confirming appointments with doctors, etc. A pick-up or delivery time may be adjusted by the dispatcher/scheduler, if necessary, to maintain efficiency; therefore, riders are encouraged to be ready 15 minutes prior to a scheduled pick-up time. **Drivers will wait no longer than five (5) minutes past arrival time before proceeding.** Drivers do not have the authority to make route changes or add stops. All additional stops need to be made by the dispatcher.

## **CANCELLATION POLICY**

To coordinate and distribute services to the greatest number of people in our service area, the following policies will be implemented:

TRI-COUNTY RURAL TRANSIT encourages and appreciates patrons who cancel in a timely manner. Cancellations should be received 24 hours in advance or as early as possible to give other consumers the opportunity to schedule into that time slot. TRI-COUNTY RURAL TRANSIT understands that emergency situations do arise that prevent a full 24-hour notice and will accept cancellations up to 2 hours prior to the scheduled pick-up time without penalty; however, clients are strongly encouraged to call as early as possible for cancellations.

## **LATE CANCELLATIONS**

Cancellations must be received a minimum of two hours prior to the scheduled pick-up time. This can be achieved by either contacting the dispatching/scheduling staff during normal business hours (7:00 A.M. – 4:30 P.M.) or through TRI-COUNTY RURAL TRANSIT's voice mail system, which is available during non-business hours. When calling to cancel services before or after service hours or on non-business days, please leave a message on the voicemail system.

**This policy is intended to encourage early cancellation of services so that others may have the opportunity to fully utilize TRI-COUNTY RURAL TRANSIT's services.**

## **NO SHOW RIDERS**

TRI-COUNTY RURAL TRANSIT personnel will monitor weekly activities of all scheduled vs. cancelled rides. Clients observed to have more than three (3) no-show/ late cancelations within a 30-day period that also represent at least 50 percent of scheduled trips will be grounds for temporary suspension of service.

TRI-COUNTY RURAL TRANSIT will make exceptions for no-show/late cancelations riders for items that cannot be helped, such as, hospital stays, death in the family and other emergency related situations.

## **SUSPENSION OF SERVICE DUE TO RIDER CONDUCT**

TRI-COUNTY RURAL TRANSIT requires all passengers to be courteous and considerate of other passengers and the driver. Instructions from the driver are to be followed by all passengers.

Refusal of service may occur in situations where a rider engages in violent, seriously disruptive, or illegal conduct; or represents a direct threat to the health or safety of others. TRI-COUNTY RURAL TRANSIT management will investigate such incidents and determine appropriate action, which may include suspension of transportation services. The duration of suspension can last as long as the rider continues to engage in the prohibited conduct or pose a direct threat to others. It should be noted that refusal of service to an individual with disabilities shall not occur solely because the individual's disability results in involuntary behavior that may offend, annoy, or inconvenience others.

Appeals or requests for further assistance with the appeals process should be directed to:

TRI-COUNTY RURAL TRANSIT  
Attn: Gerald McDonald  
405 Mounds St.  
Jerseyville, IL 62052

Decisions by TRI-COUNTY RURAL TRANSIT management regarding this policy may be appealed in writing to the Illinois Valley Economic Development Corporation Board. If an appeal hearing is requested, the individual facing suspension shall have the burden of proof to demonstrate that the issues have been resolved to establish reinstatement of access to TRI-COUNTY RURAL TRANSIT

facilities and/or services. This will depend on the specific facts surrounding the situation. Decisions by the Illinois Valley Economic Development Corporation Board are final.

## **FARES**

All passengers must comply with TRI-COUNTY RURAL TRANSIT's fare policy. Fares must be paid upon boarding the vehicle unless alternative prior arrangements have been made. Fares are listed as per stop and not round trip, unless otherwise noted.

- **Seniors (60 and over)**     **\$2.00 per one-way trip in the same town**
- **General Public Fares**   **\$4.00 per one-way trip in the same town**
- **Age 0-7**                   **Free with an adult**
- **Additional stops**         **\$1.00 per additional stop**
- **Trips out of service area under 40 miles will cost \$20.00 round trip**

All out of service area trips will have a maximum mileage of 40 miles one way. For any individual requesting service beyond a 40-mile radius additional pricing will be reviewed on an individual basis dependent upon schedule availability.

The above fares/passes are only valid with one day prior scheduling of all pick-ups, transfers, and returns.

## **GROCERIES/PACKAGES**

TRI-COUNTY RURAL TRANSIT drivers will **assist** passengers in loading and unloading their groceries/packages on and off the vehicle, if requested, drivers will assist passengers with their packages/groceries from the vehicle to the first outer door of their residence or building. Passengers have a five **(5) bag limit** for safety reasons and for consideration of other passengers. 5 Bag limit does not include large boxes or other type containers weighing more than 20lbs.

## **PASSENGER CONDUCT AND RESPONSIBILITIES**

TRI-COUNTY RURAL TRANSIT will not be responsible for checking/signing people in or out of any facility.

TRI-COUNTY RURAL TRANSIT requires all passengers to be courteous and considerate of other passengers, staff, and the driver. Instructions from the driver are to be followed by all passengers. Behavior that may affect the safety of other passengers or the driver or create a safety hazard to other passengers/drivers or others will not be tolerated. Continued carriage of such persons or groups will be decided on a case-by-case basis and may require the presence of one or more attendants to be provided by the family/residential or daycare facility/social welfare/health care agency as appropriate.

**TRI-COUNTY RURAL TRANSIT requires ALL passengers to wear a seatbelt. Drivers will be more than happy to assist you in securing the seatbelts. Please advise the driver accordingly.**

**It is the responsibility of parents/guardian to secure children ages 2 and under in a car seat that is provided by the parent/guardian.**

**Any person(s) who is found to loiter at a pickup point specifically for the purpose of making the driver wait the full 5 minutes before boarding may be suspended from service.**

TRI-COUNTY RURAL TRANSIT reserves the right to refuse service to any individual violating these policies.

**PASSENGER COMMENT AND COMPLAINT PROCEDURES**

TRI-COUNTY RURAL TRANSIT is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Forms are available from your driver or from the TRI-COUNTY RURAL TRANSIT Office. Please forward all recommendations and/or complaints to the following address:

Tri-County Rural Transit  
405 Mounds St.  
Jerseyville, IL 62052

You may also e-mail Gerald McDonald at [gmcdonald@ilvalley-edc.org](mailto:gmcdonald@ilvalley-edc.org) or by contacting (618)498-6003.

TRI-COUNTY RURAL TRANSIT solicits both positive and negative input from our passengers. All comments and complaints will be handled in a timely and efficient manner. Response to complaints and/or comments will usually be handled within a 24-hour period.

## **TRANSIT SYSTEM RESPONSIBILITIES**

TRI-COUNTY RURAL TRANSIT is not responsible for any lost or stolen items left aboard any of its vehicles.

TRI-COUNTY RURAL TRANSIT is responsible for providing clean, reliable, safe, and efficient service for our passengers. TRI-COUNTY RURAL TRANSIT is not responsible for any articles left on its vehicles; however, TRI-COUNTY RURAL TRANSIT maintains a lost and found box in its offices, and individuals may call our offices regarding these items. TRI-COUNTY RURAL TRANSIT is responsible for abiding by the policies detailed in other sections of this service policy.

TRI-COUNTY RURAL TRANSIT has insurance coverage that meets or exceeds legally mandated minimums. TRI-COUNTY RURAL TRANSIT is regulated by State and Federal guidelines. These guidelines are met and, in most instances, are exceeded. TRI-COUNTY RURAL TRANSIT also maintains a drug and alcohol-free workplace through a federally mandated drug/alcohol-testing program.

TRI-COUNTY RURAL TRANSIT has stringent guidelines for maintaining all our vehicles. TRI-COUNTY RURAL TRANSIT is committed to keeping all vehicles and equipment properly maintained and in safe working order.

## **SAFETY**

TRI-COUNTY RURAL TRANSIT drivers are properly trained and licensed in accordance with state and federal laws. TRI-COUNTY RURAL TRANSIT drivers receive quarterly/annually training in safety including emergency procedures, seat belt and wheelchair tie-down procedures, evacuation procedures and other areas.

TRI-COUNTY RURAL TRANSIT drivers inspect their vehicles daily using Pre-Trip and Post-Trip Inspection forms. A certified mechanic immediately addresses any problems noted.

## **ANIMAL TRANSPORTATION POLICY**

TRI-COUNTY RURAL TRANSIT does allow for transportation of animals, other than service animals, if the client has complied with the following requirements:

- A. When scheduling the ride, the client informs dispatching/scheduling that an animal will be brought on the bus.
- B. The client will be solely responsible for cleaning up after the animal.

All animals will be required to remain out of the aisle area of the bus. The client utilizing the service animal will be responsible for the conduct of the service animal.



## **EMERGENCY PROCEDURES**

TRI-COUNTY RURAL TRANSIT will not operate its vehicles during severe weather or when roads are icy and unsafe. Should TRI-COUNTY RURAL TRANSIT limit services due to inclement weather, the changes will be broadcasted on the local radio stations as follows:

WJBM Radio Station: 1480 AM

TRI-COUNTY RURAL TRANSIT drivers are thoroughly trained in emergency evacuation procedures in the event of an accident. Basic procedures include following driver's instructions, remaining calm, implementing an orderly evacuation of the vehicle if warranted, staying off the roadway in a safe location until further notification, not smoking near the vehicle and calling for emergency response if required.

Passengers are responsible for notifying the driver if they or another passenger are ill, injured, or in distress while on the vehicle.

## **STATEMENT OF NON-DISCRIMINATION**

TRI-COUNTY RURAL TRANSIT is an equal opportunity employer. Equal employment shall be practiced without regard to race, color, religion, sex, marital status, national origin, ancestry, age, physical or mental handicap unrelated to ability, political affiliation, or unfavorable discharge from military service.

## **CLOSING STATEMENT**

TRI-COUNTY RURAL TRANSIT is proud to be a part of the community. We encourage your comments and suggestions. For further information please contact 1-844-874-7433, visit our website ([www.ilvalley-edc.org](http://www.ilvalley-edc.org)) or write:

Tri-County Rural Transit  
405 Mounds Street  
Jerseyville, IL 62052

TRI-COUNTY RURAL TRANSIT reserves the right to make changes to this policy without notice.

***Updated 10/24/2023***

## **TRI-COUNTY RURAL TRANSIT Policy Acknowledgement**

TRI-COUNTY RURAL TRANSIT's Handbook describes important information about the Agency and your rights and rules of your participation in the program. It is not intended to cover every facet of the employee-rider relationship. I understand that I should consult a supervisor or the Executive director regarding any questions not answered in the Handbook.

I acknowledge the TRI-COUNTY RURAL TRANSIT specifically reserves the right to 1) modify these policies 2) apply them in a manner that retains discretion for TRI-COUNTY RURAL TRANSIT and cancel or withdraw these policies at any time without notice. This Handbook supersedes all oral statements made at any time regarding employment and any written rules or policies of any form or nature issued prior to this Handbook. Only the Executive Director or the Board has the authority to adopt any revisions to the policies in the Handbook and those revisions must be in writing.

I further acknowledge that nothing in the Handbook is intended to create a relationship for any definite duration and the statements made here are simply general statements of TRI-COUNTY RURAL TRANSIT's policy and not binding on TRI-COUNTY RURAL TRANSIT. I understand that either Tri-County or I can terminate our relationship at any time (subject to the notice provisions) and for any reason at all.

I have received the TRI-COUNTY RURAL TRANSIT Rider Handbook and I understand that it is my responsibility to read and comply with the policies contained herein and any revisions made to it.

Rider Signature: \_\_\_\_\_

Rider Name (Printed): \_\_\_\_\_

Date: \_\_\_\_\_