

HOURS OF OPERATION

Transportation is available Monday through Friday, 6 a.m. to 6 p.m. with the exception of observed Holidays below. In case of inclement weather, Carroll County Transit will not transport to ensure the safety of riders as well as our drivers. Listen to local media (radio-WCCI and TV-KWQC Channel 6) for closure information as well as Facebook.

HOLIDAY SCHEDULE

Holidays Observed by CCT include the following:

New Year's Eve Day	New Year's Day
Good Friday	Memorial Day
Fourth of July	Labor Day
Thanksgiving Day	Friday after Thanksgiving
Christmas Eve Day	Christmas Day

SCHEDULE A RIDE

Reservations can be made Monday through Friday during regular office hours 8 a.m. to 2:30 p.m. Requests for rides in Carroll County must be made through the dispatch center at least one (1) business day in advance and before 11:30 a.m. the business day before your ride is needed. Requests for out of county rides must be made at least two (2) business days in advance and before 11:30 a.m. Rides out of our regular areas (Rockford, Quad Cities, Madison, WI., etc.) must be made at least three (3) business days in advance and before 11:30 a.m. Please call the dispatch center at 815-244-0011. Rides are based on space and vehicle availability.

If the pickup time changes dispatch will call with the new pickup time by 2:30 p.m. When calling to make a ride be prepared to give the following information:

- 1) Your Name and Address
- 2) Whether this is a single trip or multiple trips needed
- 3) Your phone number and that of an emergency contact
- 4) Date and time of appointment
- 5) Address of destination including zip code
- 6) If you will have an escort/aide along

Additional information will be requested if your ride is to a medical appointment including a Medicaid identification number.

Please note the following:

- Riders are responsible for maintaining a safe walkway, free of snow, ice or other debris. Please remember drivers are not allowed to enter a rider's residence or destination.
- Drivers are not allowed to take reservations from riders.
- Please have the correct amount for your fare. Drivers don't carry change and will not stop to make change.
- Children 10 and younger must ride in an age appropriate car seat and be accompanied by an adult chaperone (18 years and older) or older sibling (with parental consent) who will not be charged for the ride. Car seats must be provided by rider and installed by rider.
- CCT does NOT provide emergency transportation services. Our drivers are not paramedics. If you are experiencing a medical crisis call 9-1-1.
- The maximum capacity for the Carroll County Transit lift is 1,000 pounds. This includes the passenger, any mobility aid, medical equipment or personal items.

IN COUNTY AND OUT OF COUNTY TRIPS

- Persons who need a ride to a destination in the county are asked to schedule the destination time between the hours of 8 a.m. and 4:00 p.m.
- Persons who need a ride to a destination in our area but outside of the county are asked to schedule the destination time the destination between the hours of 8 a.m. and 2:30 p.m.

OUT OF AREA TRIPS

- For trips 40-60 miles one-way \$100 round-trip/\$75 one-way. For trips 60+ miles one-way \$150 round-trip/\$125 one-way. These

trips need to be scheduled 3 days prior to the trip between the hours of 8 a.m. and 2:30 p.m.

- Medical appointment rides are Medicaid eligible. Certain restrictions may apply. Ask CCT dispatch for additional information.

HIGHLAND and SAUK COMMUNITY COLLEGES

With a limited budget, college students are taking advantage of the routes offered by CCT for students attending Highland Community College—bus passes are available for purchase from the book store of the school or Sauk Valley College—bus passes are available from CCT drivers or dispatch office.

PERSONAL CARE ATTENDANT POLICY

CCT is a door-to-door service. Drivers are not allowed to go into a residence or inside the passenger's destination. If a passenger is not able to get to the door from inside their residence or from the door to their destination, a personal care attendant can come along to assist. A personal care attendant is also needed when a passenger is being put under anesthesia on the day of transport. An adult personal care attendant (18 years and older) is required for children 10 years and younger. There is not charge for the personal care attendant to ride.

SERVICE ANIMALS

Service Animals are permitted on the vehicles. A service animal is any animal individually trained to work or perform tasks for an individual with a disability. Service animals are permitted to accompany their users. If you have a service animal that will accompany you, please let the dispatcher know when scheduling your ride. All other pets transported on a CCT vehicle will need to be crated.

PACKAGES

- Carroll County Transit is NOT responsible for any personal items or packages lost or stolen. All items must be secured while in transport. Persons with more than 5 bags will be charged a fee of \$1 per bag.
- Passengers are responsible for getting their packages from the vehicle to their home or building. Passengers are allowed to carry on only as many bags, items, that they can safely carry on the vehicle on their own in a single trip. Items must not be stored in the aisle of the vehicle and cannot block any windows.
- Passengers may not use the vehicle to transport large or heavy items.
- A passenger may carry on only as much weight or volume as he/she or a personal assistant can carry. The passenger or personal care assistant must maintain control of personal items while on the vehicle.
- Passengers utilizing mobility aids may not have more than 4 bags attached to or hanging off of the mobility aid to where it impairs the driver from properly attaching securement devices; or blocks the access of any isle of the vehicle to other passengers.

PASSENGER GUIDELINES

The goal of CCT is to provide safe, efficient and economical transportation for our passengers. Passengers are asked to observe the following guidelines:

- 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 Carroll County Transit employee with proper securement devices.
- Passengers cannot demand a change in the schedule, or request to be picked up first or last.
- Drivers will not wait more than five (5) minutes for passengers to board.

Continued on inside

Carroll County Transit

17612 Benton St

Mount Carroll IL 61053

Phone: 815-244-0011

Fax: 312-278-0142

TTY Number 711

www.carroll-county.net

Email: operationsmanager@ccsso.net



FARES

The current fare schedule is listed below. Please have the correct amount for your fare. Drivers don't carry change and will not be able to stop to make change. It is preferred that you pay for a single, one-way ride when you are picked up at your home. The return home portion is paid when you are picked up to go home.

New rates effective June 13, 2022

All fares are one-way

PASSENGER	IN COUNTY	OUT OF COUNTY
Seniors (65+)	\$4	\$6
*Public (18-64)	\$6	\$10
*Disabled/Veterans	\$5	\$6
Students 18+ (college)	\$3	\$3
Children 12 to 17 (non-college)	\$1	\$2
**Children under 12	\$1	\$1

Punch Cards:

20 Rides for \$90 (with free round trip at the end)

10 Rides for \$45 (with no incentive)

Student Punch Cards:

20 Rides for \$60 (college 18+)

20 Rides for \$20 (non-college under 18)

10 Rides for \$10 (non-college under 18)

*In county-\$1 per stop not scheduled with dispatch

**Out of county-\$2 per stop not scheduled with dispatch

**Children under 8 must be accompanied by an adult as well as an age appropriate car seat. The chaperone will not be charged to ride with child.

Upon Request service information shall be made available to the public in large print, Braille, audio tape or computer disk.

****Revised August 2023**

PASSENGER GUIDELINES-Cont.

- Passengers are not allowed to ride for recreational purposes such as around town to sight see or riding along just to visit with other passengers.
- Physical or verbal abuse of the driver, dispatch or other passengers (example: shoving, hitting, cursing, excessively loud conversation, etc.) will not be tolerated.
- Personal hygiene which is consistently offensive to a majority of the passengers will be discussed with the passenger privately, and may be cause for further action by the Operations Manager of CCT.

PICK-UP AND RETURN RIDES

Riders should allow flexibility in pick-up times. BE READY AND WATCHING FOR THE VEHICLE 15 MINUTES AHEAD OF YOUR SCHEDULED PICK-UP TIME. Riders who are prompt help us stay on time and enables us to provide better and faster service. Pick-up and drop-off destinations for the passengers must have accommodations for the vehicle to park and remain within the vision of the driver. Upon arrival, the driver will honk (if necessary). If there is no response within 5 minutes from the scheduled pick up time, the driver will leave and continue the route and this will be considered a "No Show" (see "No Show Policy"). Because the vehicles are routed prior to your pick up time, we will not be able to return for you. Please call when you are ready for your return trip and we will dispatch the driver to pick you up.

CANCELLATIONS

If you decide your scheduled ride is no longer needed, please call at least 24 hours in advance to cancel. If you do not cancel your trip, and you are not at your scheduled pick-up point, you will be considered a "No-Show."

Dispatch telephones are equipped with voice mail so you can leave a message before or after office hours. Your compliance is important in avoiding unnecessary trips, which cost time and are an inconvenience to other passengers.

NO SHOW POLICY & SUSPENSION

CCT reserves the right to deny ridership if a passenger consistently misses scheduled rides. Suspension will be calculated per below. *Riders facing suspension may, at their discretion, elect to pay the fares associated with their no-show trips in lieu of suspension.*

- 3 no-shows in 30-day period and 25% of total rides will result in a week suspension.

PROHIBITED ACTIVITIES ON THE BUS

- Eating
- Drinking (bottled water only)
- Smoking
- Use of tobacco products
- Standing
- Taking Illegal drugs—riding while under the influence of alcohol or illegal drugs
- Possession of weapons
- Transportation of any hazardous substance (acids, gasoline, oil, etc.)
- Improper dress (example: no shirt, no shoes, etc.)
- Damaging or disfiguring the vehicles (exterior or interior)
- Stealing

INCIDENT REPORTING

Any CCT personnel experiencing or observing disruptive behavior will report such incident to the Operations Manager as soon as possible following the incident.

SUSPENSION NOTIFICATIONS FOR DISRUPTIVE BEHAVIOR

The Operations Manager will determine if the reported incident is considered disruptive behavior. Service denials limited to only situations where a passenger has engaged in violent, illegal or seriously disruptive behavior or poses a direct safety threat to others. If the

incident is termed "disruptive," and/or if the no show policy has been abused, the following action will take place:

First Incident: Verbal Warning

Second Incident: Written Warning

Third Incident: 1 week Suspension

Fourth Incident: 2 week Suspension

WHEELCHAIR INFORMATION

According to the Americans with Disabilities Act (1990) – Part 37, Transportation Services for Individuals with Disabilities, 49CFR 37.3. Wheelchairs are defined as a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered. The weight cannot exceed the lift manufacturer's allowable limits.

If a mobility device is not within these guidelines, Carroll County Transit will not be able to accommodate the request for transportation.

For safety and liability reasons, Carroll County Transit adheres to the following guidelines:

- Driver may ask a passenger to transfer out of a wheelchair to another seat.
- 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 the use of a lift may not be refused the opportunity to disembark from a vehicle at any destination. Unless, the lift cannot be operated securely, there is risk of equipment damage, or temporary conditions make disembarking unsafe for the passenger. In these cases the passenger may be denied the opportunity to exit the vehicle.
- Riders must ensure that ramp and wheelchair paths from their residence are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.
- Drivers are not responsible for assisting wheelchair passengers up and down steps.
- Riders in wheelchairs must be properly secured in a safety belt, either the vehicle's belt or the safety belt attached to the passenger's chair.

PASSENGER COMMENT & COMPLAINT PROCEDURES

Carroll County Public Transportation Program (CCT) is in the business of providing public transportation services in Carroll County. It is the policy of CCT that all persons utilizing public transportation services "customers" shall be treated with respect and courtesy when making suggestions or filing complaints. In an effort to ensure that all transportation customers are accorded the right to file both informal and formal complaints concerning CCT services, the following procedures have been established and must be followed:

Types of Complaints

Complaints must be reported within 7 days of the incident you are reporting. Complaints may be either informal or formal in nature. Both types of complaints shall be investigated in the same manner. A formal complaint is one in which the customer states his/her name, phone number, etc. so that CCT may make contact after investigating the complaint. An informal complaint is one in which contact information is not provided and the customer wishes to remain anonymous.

The Operations Manager shall be responsible for taking both types of complaints. All CCT drivers and other personnel shall refer all persons wishing to file a complaint or suggestion to the Operations Manager. The Operations Manager shall never refuse to take a complaint and shall never assume that any complaint is too minor to document.

Step One---Taking the Complaint

All complaints, regardless of who they are from, shall be taken in a polite and professional manner using the attached complaint form. If the customer is angry, ask him/her to calm down so that the complaint can be documented in an efficient and effective manner. The Operations Manager shall not argue with customers and should remain calm and in control. CCT personnel (managers, drivers and dispatchers) should never state an opinion or

give the customer any more information than is necessary to document the nature of the complaint. If the customer is unhappy with the manner in which the complaint is being taken, the Operations Manager should refer the person to the Director.

All facts relative to the complaint shall be recorded on the complaint form. The nature of the complaint must be described on the complaint form in the space provided. As much information shall be obtained as possible, keeping in mind that the name and address of the complainant will not be provided by those customers wishing to file an informal complaint. Once the Operations Manager has obtained all the necessary information the customer shall be advised that his/her complaint will be investigated and that he/she will be contacted (if a formal complaint) with the investigation is completed. After the complaint form is completed, the complaint shall be investigated by the Operations Manager. If the initial complaint involves the Operations Manager, the customer should be referred to the Director, who will then complete the complaint form and investigate the complaint. If the initial complaint involves the Director, the customer should be referred to the Board of Directors, Chairman, who will then complete the complaint form and investigate the complaint. All complaints are and should remain confidential to protect both the customer and CCT personnel.

Step Two---Investigating and Resolving the Complaint

Upon receiving the complaint form, the Operations Manager will number the form and record it in the complaint log. If the complaint involves an employee, verification that the employee was actually on duty at the time of the incident will be made. All complaints must be handled in a consistent manner.

The Operations Manager must begin the investigation of the complaint within ten working days of the date the complaint was filed in order to ensure that the details of the event are fresh in the minds of all involved. All employees involved in the complaint will be interviewed by the Operations Manager. As the investigation progresses, it is important for the investigator to be fair and keep an open mind. The objective should be to get the "big picture" of the incident. The investigator shall suggest ways to resolve the problem and/or a method for dealing with a similar situation in the future. All actions resulting from the complaint must be documented in writing on the complaint form and attachments (if necessary), by the Operations Manager. For formal complaints, the customer will be advised in writing by the Operations Manager of the results of the investigation. Every effort should be made to complete the investigation and notify the customer of the results within 45 days of the date the initial complaint was filed.

If the investigation of the complaint results in the need to discipline an employee, the Operations Manager will administer such discipline.

If the customer is not satisfied with how the complaint was resolved, he/she has the right to appeal the decision as follows:

- All decisions made by the Operations Manager may be appealed to the Director.
- All decisions made by the Director may be appealed to the Board of Directors.

A customer appealing a decision must state in writing the reasons why he/she disagrees with the Operations Manager's decision. The Director or Board of Directors shall reply in writing to the customer within 30 days of the date the written appeal is received.

Conclusion

Customer complaints are a serious matter. CCT is in the business of providing quality public transportation for the residents of Carroll County. If there is supporting evidence to suggest that CCT is not living up to that standard, appropriate action must be taken to correct the matter. All customers are important and losing a customer because of inappropriate actions by an employee is not acceptable.

***Complaint forms are available from office personnel.

Carroll County Transit is an on-demand response, door-to-door public transportation service administered by Carroll County. CCT provides rides to persons of all ages.