

PASSENGER COMMENT AND COMPLAINT PROCEDURES

COUNTYLINK is committed to being responsive to our passengers' needs. We encourage your comments and recommendations. Please address your comments to the following address:

MV Transportation - COUNTYLINK
414 S. Main St.
Bellevue, IL 61604
Telephone: (309) 697-3305
Fax: (309) 697-8042

Illinois Relay Service for the Hearing Impaired
(The system is open 24 hours and is free of charge):
TTY dial.....1-800-526-0844 or 711
Voice user dial.....1-800-526-0857 or 711

DAY AND HOURS OF SERVICE

Reservations may be made from 8:00 a.m. – 5:00 p.m., Monday - Friday

Service hours are from 5:00 a.m. to 6:00 p.m., Monday – Friday, with the final pick up time no later than 5:00 p.m.

Fares are \$6.00 per one-way trip. Payment is due at time of service.

COUNTYLINK is closed on the following holidays*:

- | | |
|----------------|------------------|
| New Year's Day | Independence Day |
| Labor Day | Thanksgiving Day |
| Memorial Day | Christmas Day |

*limited service may be available on holidays to transport dialysis patients

SERVICE AREA

COUNTYLINK service must begin or end in the rural part of the County; generally outside the Peoria City limits and the City Link service area. Service is available in the following areas:

Bartonville, Bellevue, Brimfield, Chillicothe, Dunlap, Edelstein, Edwards, Elmwood, Glasford, Hanna City, Kickapoo, Kingston Mines, Laura, Mapleton, Mossville, Norwood, Oak Hill, Orchard Mines, Princeville, Rome, Smithville, Trivoli, Tuscarora, and West Peoria.

Townships: Akron, Brimfield, Chillicothe, Elmwood, Hallock, Hollis, Jubilee, Kickapoo, Limestone, Logan, Medina, Millbrook, Peoria, Princeville, Radnor, Richwoods, Rosefield, Timber, Trivoli, and West Peoria.

CONNECTING SERVICES

Connecting services in Peoria can be made by calling:

Greater Peoria Mass Transit District

CityLift---(309) 999-3667

CityLink---(309) 676-4040

Peoria Charter Coach---(309) 688-9523 for service to Midway and O'Hare Airports in Chicago

COUNTYLINK reserves the right to make changes to this handbook without notice.

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

COUNTYLINK, provided by MV Transportation, in partnership with Rural Peoria County Public Transportation, provides transportation for people living in rural Peoria County. Anyone is eligible to ride. COUNTYLINK is partially funded by Title III of the Older Americans Act, through CIAA, IDOA and IDOT, as well as through donations from individuals and businesses. We welcome all contributions!



**Rural Peoria County
Public Transportation**
Passenger Information

SERVICE

*COUNTYLINK operates a door-to-door service. There are no fixed routes or designated stops for getting on or off the vehicles. You are picked up at your home or another specified location and dropped off at your destination. Door-to-door service is provided for all our passengers. Door-to-door service means the COUNTYLINK driver will assure that any passenger will be picked up at their door and dropped off at the front door of their destination. The COUNTYLINK driver is responsible for assisting the passenger to and from the vehicle.

*A personal care attendant may accompany a passenger at no extra charge. Companion riders may accompany a passenger but must pay a fare. Please be sure to notify COUNTYLINK at the time you schedule your ride that a personal care attendant/companion rider will be riding with you so that we can be sure that there is a seat available for this individual.

*Service animals are allowed on COUNTYLINK vehicles. At no time will any animal other than a service animal be transported. Service animals will be required to remain on the floor and out of the aisle area of the bus. The passenger utilizing the service animal will be responsible for the conduct of the service animal.

*Service to persons using respirators or portable oxygen will not be denied, however the apparatus must be secured at all times while the vehicle is in motion.

*Adequate time will be given for individuals with disabilities to board or disembark the vehicle.

*COUNTYLINK drivers will assist passengers in loading and unloading reasonable packages from the vehicle. For safety reasons and for the consideration of other passengers, COUNTYLINK must insist on a limit of four (4) total items not weighing more than ten (10) pounds each. **Drivers are not to go beyond the threshold of a passenger's residence or the main door of a building such as an apartment or office building.**

RESERVATIONS SCHEDULING PROCEDURE

Reservations may be made by calling (309) 697-3305, Monday – Friday, from 8:00am – 5:00pm. Reservations can be made 24-hours in advance to 14 days in advance. Passengers are encouraged to call as far ahead as possible for reservations. A pickup or drop-off time may be adjusted by the dispatcher, if necessary, in order to maintain efficiency. There is a 15 minute window on either side of the scheduled time. Please be ready at least 15 minutes prior your scheduled pick up time, and understand you may be picked up 15 minutes after your scheduled time.

CANCELLATION PROCEDURE

*COUNTYLINK encourages and appreciates patrons who cancel in a timely manner. Cancellations should be made 24-hours in advance or as early as possible to allow other passengers the opportunity to schedule into that time slot.

* For cancellations call (309) 697-3305. Cancellations can be made during office hours (8:00a.m.-5:00 p.m.) or by COUNTYLINK voice mail, which is available during non-business hours.

PASSENGER NO-SHOW PROCEDURE

Scheduling a trip and then failing to use the service without properly canceling the trip causes serious transportation and scheduling problems for COUNTYLINK and all of its passengers. It is the responsibility of this agency to ensure that as many passengers as possible have the opportunity to participate in the program. When you schedule a ride and do not ride, you are eliminating the possibility of accommodating someone else who needs the service.

All passengers are asked to be ready a minimum of 15 minutes prior to your scheduled pick-up time. The bus will wait no more than five minutes past the scheduled pick up time before proceeding on to the next location. Passengers are expected to be ready and watching for the bus upon arrival. Passengers who fail to board the vehicle within the five minute waiting period will be a “no-show”.

WHEELCHAIR/LIFT INFORMATION

COUNTYLINK vehicles are equipped with a wheelchair lift and wheelchair tie-downs. Passengers needing mobility aids must provide their own. COUNTYLINK complies with ADA guidelines.

SAFETY

All passengers are to be seated and are required to use seat belts while vehicles are in motion. All wheelchair passengers will be secured to the vehicle utilizing wheelchair tie-downs. Safety restraints must be utilized on all passengers.

COUNTYLINK is committed to the safe operation of its vehicles, including the safe boarding and exiting of passengers.

EMERGENCY PROCEDURES

COUNTYLINK's vehicles may not operate when roads are icy and unsafe or during inclement weather. Should COUNTYLINK close due to inclement weather, passengers will be contacted on an individual basis. COUNTYLINK 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, calling for emergency response if required, and not smoking near the vehicle. Passengers are responsible for notifying the driver if they or another passenger is ill, injured, or in distress while on the vehicle.

PASSENGER CONDUCT AND RESPONSIBILITIES

COUNTYLINK will not be responsible for checking/signing persons in or out of any facility. If a personal care attendant is needed, it is the responsibility of the passenger to provide one. COUNTYLINK requires all passengers to be courteous and considerate of other passengers and the driver. Instructions from a driver are to be followed by all passengers. Behavior that may affect the safety of other passengers, the driver or create a safety hazard for other passengers/drivers or others will not be tolerated. A case-by-case ruling will decide the continuation of carriage of such persons or groups and may require the presence of one or more escorts to be provided by the family/residential or daycare facility/social welfare/health care agency as appropriate. Inappropriate behavior will result in the passenger being suspended from riding on COUNTYLINK vehicles until behavior is rectified. Inappropriate behavior includes eating, drinking, and the use of tobacco products, foul language, disruptive behavior, and harassment of other passengers or the driver, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances or having open containers of alcohol on the vehicle. Transportation of any hazardous substance (acids, gasoline, oil, fuels, etc.) is prohibited. Weapons of any sort are not allowed on COUNTYLINK busses. Taking prohibited items on a COUNTYLINK bus may result in an immediate suspension of service. COUNTYLINK requires that all passengers utilize seat belts while the vehicle is in motion.

COUNTYLINK reserves the right to refuse service to any individual violating these procedures.