

**Helping you live independently.
City of Galesburg
Paratransit Services
1025 Monmouth Blvd
Ph. 345-3686 Fax 343-0576**



**Galesburg
Public
Transportation**

March 2024 Revision

Paratransit is a City of Galesburg Transit Service
for persons with special transit needs.

The City of Galesburg does not discriminate on the basis of race,
sex, color, creed, or disability in the provision of services and
programs sponsored by the City.

Helping live independently!



Paratransit is a *origin to destination transportation* system operated by the City of Galesburg to provide accessible public transportation to individuals who are unable to utilize the bus system or other regular forms of transportation because of a permanent or temporary disability which severely restricts his/her mobility. Paratransit provides non-emergency, lift-equipped service to a variety of destinations within the city limits plus 3/4 of a mile. Paratransit provides service to and from destinations within Knox County under a separate policy.

OFFICE HOURS:

Monday through Friday 7:00 a.m.– 5:00 p.m.

Saturday 8:00 a.m. - 5:00 p.m.



OPERATING HOURS

DAYTIME SERVICE

Paratransit operates Monday through Saturday, except on the designated City holidays of Christmas, New Years, Memorial Day, 4th of July, Labor Day, and Thanksgiving Day. Daytime operating hours are 7:00 a.m. to 5:00 p.m.

DAYFARES: \$1.00 (EXACT CHANGE REQUIRED)
PER ONE WAY TRIP DURING THE HOURS OF
7:00 A.M. TO 6:00 P.M.

Fare cards can be purchased from the drivers or the City of Galesburg Public Transportation office. The cost for each card is \$10 and is good for 10 one-way trips.

Should you have questions regarding operating hours or any other Paratransit service questions please call (309) 345-3686.



HOW TO SIGN UP FOR PARATRANSIT

Applications for Paratransit Service may be obtained by stopping by the City of Galesburg Public Transportation office located at 1025 Monmouth Blvd, Monday through Saturday. 7 a.m. to 5 p.m.

Applications may also be requested over the telephone by calling 345-3686 (Voice/TTY) during business hours.

Applications for Paratransit and this pamphlet are available in accessible formats upon request to the City of Galesburg Public Transportation office.

Should you have questions regarding applications or any other Paratransit service questions please call (309) 345-3686.



PERSONAL CARE ATTENDANTS

The Paratransit program does not provide escorts or Personal Care Attendants for riders. Riders needing any assistance must provide their own escort/PCA. Escorts/PCAs must be able to assist the rider without assistance themselves.

Paratransit clients cannot act as escorts or PCAs for other registered Paratransit clients. One PCA is permitted to travel with a Paratransit rider. Just because a person acted or is acting as a PCA for a Paratransit rider does not alone make that person eligible for Paratransit service.

Should you have questions regarding a PCA or any other Paratransit service questions please call (309) 345-3686.



Children Riding Paratransit

Children riding Paratransit as registered riders must be accompanied by an adult. Child seats can be accommodated aboard the vehicles but must be provided by the passenger.

Transportation of Oxygen Tanks

Paratransit can only transport oxygen tanks that are secured to the back of a wheelchair or mobility device. Persons who use personal portable oxygen units that hang from a strap are allowed to travel on Paratransit.

Rider Responsibility

- Paratransit Drivers do not carry a rider's or an escort's personal belongings including but not limited to the following:
 - * Luggage and other personal property.
 - * Oxygen tanks which are not portable.
 - * Groceries and other items such as parcels and furniture.
 - * Support equipment such as personal toilets.
- Riders are responsible for their own wheelchairs. The Paratransit program does not provide wheelchairs to riders. Mobility devices such as power wheelchairs, manual chairs, and other devices or mobility aides are the responsibility of the rider.
- Drivers do not repair or charge batteries for power wheelchairs. Persons using power wheelchairs which have discharged batteries or are otherwise inoperable, should make their own arrangements to have their equipment recharged or repaired. This also applies to manual chairs that are in poor condition.
- **PARATRANSIT DOES NOT TRANSPORT
INOPERABLE MOBILITY DEVICES
OF ANY TYPE**

Should you have questions regarding Paratransit policies or any other Paratransit service questions please call (309) 345-3686.



Riders or PCA's who exhibit violent or other extreme behavior that is not part of a mental or emotional disability and threatens the safety of the driver or other passengers will not be tolerated aboard the Paratransit vehicle. If the rider does not leave the Paratransit vehicle voluntarily, the police will be called and the individual will be removed from the vehicle.

- Riders and their escorts/PCAs are asked not to smoke, use snuff or smokeless tobacco, drink, or eat on Paratransit.
- Paratransit Drivers do not administer medications to riders or keep track of a client's paperwork.
- **PARATRANSIT VEHICLES ARE NOT AN AMBULANCE. Medical emergencies requiring immediate medical attention are referred to 911.**



Lift Requirements

Paratransit vehicles accommodate wheelchairs that meet the ADA specifications as well as the manufactures maximum weight capability.

Animals on Paratransit

Service animals are defined under DOT regulations as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability.” Service dogs are transported aboard Paratransit vehicles.

Domestic pets are allowed on Paratransit for the purpose of seeking veterinary care or comfort animal services. If at any time the animal is not in it’s owners control the passenger will be asked to secure the animal in a carrier for the animal, driver and passenger’s protection.

Complaints

Riders who have complaints regarding the service may contact the operations manager for a complaint form. If the individual needs to have the complaint form in an accessible format, please specify the format needed at the time of the request. If the complaint is immediate, please contact the Operations Manager at (309) 345-3686.

Should you have questions regarding Paratransit policies or any other Paratransit service questions please call
(309) 345-3686.



Service Quality

We at the City of Galesburg Public Transportation strive to provide safe efficient service, however, because Paratransit is part of the public transit system, we cannot meet every transportation need that an individual may have.

If you have a question about whether or not Paratransit services can be used for your special need, please feel free to contact the City of Galesburg Public Transportation office.

Please keep in mind, that we cannot prioritize service or give preference to any one individual in scheduling or vehicle assignment.

If anyone has questions regarding the operation of Paratransit services or has a suggestion to make regarding the service, you are welcome to call us at (309) 345-3686.

ADA ELIGIBILITY APPEAL PROCESS

The following procedure will be used to process appeals from persons who do not meet the eligibility criteria established under the ADA for Paratransit Service:

The person requesting the appeal may pick up a form at the City of Galesburg Public Transportation office at 1025 Monmouth Blvd. between the hours of 7:00 a.m. to 5:00 p.m. Monday through Saturday or a form can be mailed to the person's residence at his or her request.

Appeals must be filed no later than 60 days after the notification of denial of a request for certification. A decision by the appropriate authority on the appeal will be made within 30 days after the complainant has formally filed the appeal. If, however, a decision is not made within 30 days, "*presumptive eligibility*" will be granted to the complainant until such time the decision on the appeal has been reached.

Appeals must be made in writing and sent to the City of Galesburg Public Transportation office at 1025 Monmouth Blvd. The original application by the applicant will be reviewed and if there are additional questions or verifications needed from the client, the client will receive written notification. After all information has been collected, the eligibility information will be given to a neutral third party selected by the City Manager for review and final determination. The applicant will receive written verification of the disposition of the application.

Should you have questions regarding this process or any other Paratransit service questions please call (309) 345-3686.



CANCELLATIONS

Cancellations should be made as soon as possible by calling the City of Galesburg Public Transportation office at (309) 345-3686.

Any cancellation that is called in while a van is waiting to pick up the client is also considered a no show.

RETURN TRIPS

Requests for return pickups must be called in **BEFORE 5:00 P.M.** unless prior arrangements were made for a late pickup time.

PICK TIMES

The rider must be ready at least **15 minutes prior to the Paratransit pick up time.** If the rider is not ready when the driver arrives, the driver will leave. **The driver will not return for passengers who were not ready.**

Should you have questions regarding cancellations, trip times or any other Paratransit service questions please call
(309)345-3686.



SCHEDULING AN APPOINTMENT

When scheduling a Paratransit appointment, please give your complete street address and the complete street address including street number of your destination .

Paratransit drivers do not take any appointments for pickups, or schedule changes aboard the Paratransit vehicle. All appointments and/or schedule changes must be called in to the City of Galesburg Transit Office.

Should you have questions regarding trip times or any other Paratransit service questions please call (309)345-3686.



SUBSCRIPTION TRIPS

Subscription trips are trips that are scheduled trips to one destination or a series of destinations that are written in as part of the daily and weekly Paratransit schedule.

These types of trips ordinarily do not have to be called in on a regular basis, however, we are limited under the ADA in the number of subscription trips we can accommodate on a daily basis. At times, new subscription trip requests will be added to a waiting list for the next available slot.

When a permanent slot becomes available the first person on the waiting list will be contacted and so on.

Should you have questions regarding
subscription trip times or any other
Paratransit service questions please call
(309)345-3686.



NO SHOW POLICY

Paratransit service will be suspended for a period of two weeks if an individual misses scheduled appointments 3 times during a 3 month period. This provision does not apply to trips that are missed for reasons that are beyond the individual's control. The rider will receive written notice of any action taken and the basis for the suspension.

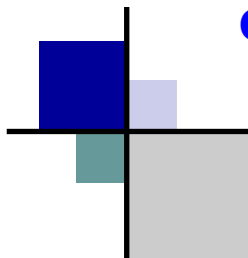
Should you have questions regarding suspensions any other Paratransit Service questions please call
(309)345-3686.



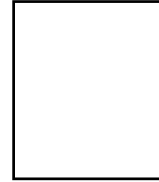
Questions/Comments

We at the City of Galesburg Transit Office are always interested in answering any questions you may have and we also appreciate any written comments or suggestions regarding the provision of service.

Please feel free to call the office at any time during business hours or schedule a time to speak with the Operations Manager at (309) 345-3686.



**THE CITY OF
GALESBURG'S**
Paratransit Service



1025 Monmouth Blvd.
Galesburg, IL 61401
Office— 309-345-3686
Fax— 309-343-0576

Operations Manager— Dedra Mannon
309-345-3686

Notifying the Public of Rights Under Title VI

THE CITY OF GALESBURG

- ✓ The City of Galesburg 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 she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Galesburg.
- ✓ For more information on the City of Galesburg's civil rights program, and the procedures to file a complaint, contact City's Legal Department , at 309/345-3680; email legal@ci.galesburg.il.us or visit our administrative offices at City Hall, 55 W. Tompkins Street, Galesburg, Illinois 61401. For more information, visit www.ci.galesburg.il.us
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 309-345-3629.