



Operating Under Council – Manager Government Since 1957

Galesburg Public Transportation Policy for Paratransit Operations

The City of Galesburg Paratransit system is an origin to destination method of transportation provided only for those individuals who do not have the functional capability to utilize the fixed-route system. Disability alone does not qualify a person to ride the Paratransit service under the American's with Disabilities Act.

I. ELIGIBILITY

Paratransit ridership is established for any individual who have a disability or multiple disabilities that meet specific criteria established under the Americans with Disabilities Act of 1990 Title II (b) will be deemed eligible to ride upon completing the required ridership informational packet. In addition, the following conditions may be eligible for Paratransit services with Galesburg Public Transportation (GPT):

- Inability to get on a fixed-route bus.
- Inability to disembark from a fixed-route bus.
- Inability to get to or from or wait at a fixed-route bus stop.

Persons seeking Paratransit service must first obtain and complete a paratransit informational packet from GPT. The ADA informational packets can be obtained by request from GPT offices by calling (309) 345-3686 during normal business hours or by visiting the City of Galesburg webpage; www.ci.galesburg.il.us.

Once the informational packet has been received along with the required evaluation from a medical physician, a member of the GPT staff will evaluate the information. Passengers will be notified of eligibility within 21 days.

II. AMERICANS WITH DISABILITIES ACT (ADA)

GPT is committed to ensuring safe and efficient transportation for persons with disabilities, as provided by the Americans with Disabilities Act (ADA). Any ADA transportation service complaints received by GPT will be immediately investigated and every effort made to seek an appropriate and prompt resolution. By promptly identifying deficiency areas, GPT will work to make the necessary corrections and/or adjustments to alleviate the situation. ADA transportation service complaints shall be submitted in writing on the agency's complaint form and returned to



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the Transit Manager at 1025 Monmouth Blvd. If you would like a copy of this form, or require additional information, you may call the City of Galesburg Transit office at (309) 345-3686 or access the links to documents on the City website.

III. TITLE VI

GPT operates its programs and services without regard to race, color and national origin in accordance with the Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a Title VI complaint in writing on the agency's complaint form and returned to the Transit Manager at 1025 Monmouth Blvd. If you would like a copy of this form, or require additional information, you may call the GPT Office (309/345-3686) or access the Public Transportation section of the City website.

IV. RESIDENCY REQUIREMENT

Paratransit will be provided in Knox County only (or for medically necessary appointments from Knox County to a range of fifty miles from the City of Galesburg and remaining in the State of Illinois) unless otherwise specified by the City Manager with the approval of the City Council. Individuals receiving service must be current residents of Knox County, IL to qualify for paratransit services under the eligibility criteria for the Paratransit program.

V. HOURS OF OPERATION

Paratransit service shall be provided for any available ridership spaces during the regular hours of operation. The current hours of operation are Monday through Saturday 7:00 a.m. to 6:15 p.m. Holidays observed by the City of Galesburg in which Paratransit services will not be provided include:

- New Year's Day (day observed)
- Memorial Day
- Independence Day (day observed)
- Labor Day
- Thanksgiving Day (and day after Thanksgiving)
- Christmas (day observed)



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VI. TRIP RESERVATIONS

A. SCHEDULING

GPT dispatch will begin accepting appointments for the 1st day of the month through the 15th of the month no sooner than two business days prior to the start of that month. GPT dispatch will begin accepting appointments for the 16th of the month through the end of the month no sooner than two business days prior to the 16th of the month. All appointments and/or schedule changes must be called into the GPT dispatch office. Paratransit drivers do not take any appointments for pickups or schedule changes aboard the vehicle.

Scheduling requests should be made a minimum of two business days prior to the requested ride. Due to the volume of ridership, we cannot guarantee same day service when a request is made. Slots are filled on a first come, first served basis. If you call in advance, as requested, our goal will always be to offer you a ride within one hour either way of your requested ride time. Trips that cannot be honored under these parameters will be documented by staff as trip denials. Passengers can schedule trips up to two weeks in advance for paratransit trips.

Rides scheduled for medical appointments outside of Knox County are an exception to the rule. Knox County seniors that qualify for the Western Illinois Area on Aging (WIAAA) are offered rides to the Peoria and Moline area for medical trips only. These appointments should be made far in advance and are subject to availability. Hours of operation for trips outside of Knox County should be scheduled between the hours of 8 am and 4 pm, Tuesday through Thursday.

When scheduling a Paratransit appointment, please give your complete ORIGIN street address and the complete DESTINATION street address. Simply stating OSF St. Mary's is not adequate as it is up to the rider to ensure the proper building/address that they should be delivered to. Correct information helps ensure that our paratransit system stays on time.

B. RETURN TRIPS HOME

Requests for return pickups must be called in before 5:00 p.m. Patrons not calling and scheduling their return pickup prior to 5:00 p.m. will have to make other arrangements for rides home.

C. SUBSCRIPTION TRIPS

Subscription trips are trips that are scheduled trips from one destination to a set destination that are written in as part of the daily and weekly Paratransit schedule. Examples of subscription trips are dialysis, physical therapy, and trips to work or college classes. Once established, these



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subscription trips do not have to be called in on a regular basis. It should be noted that we are limited under the ADA as to the number of subscription trips we can accommodate on a daily basis. Given this, if full, new subscription trip requests will be added to a waiting list until such time as an opening on the subscription trip list comes available. This does not mean that we will not provide transportation to the person making the request. These trips will be accommodated; however, they must be called in on a weekly basis until a permanent slot becomes available. When a permanent slot becomes available, the first person on the waiting list will be contacted.

D. PICK UP TIMES

The rider must be ready at least 15 minutes prior to the Paratransit pick-up time. If the driver arrives and the rider is not ready by their scheduled pick-up time, the driver will verify a no show with the dispatch and then will be directed to move on to their next client. The driver will not return for passengers who were not ready.

E. PERSONAL CARE ATTENDANTS

Our GPT staff care about our riders well being; but are NOT allowed to assist riders in and out of their home or carry packages for riders. The Paratransit program does not provide escorts or Personal Care Attendants for riders. Riders must be able to enter and exit the paratransit vehicle on their own accord. Riders needing any assistance must provide their own escort/PCA. Escorts/PCAs must be physically and mentally able to assist the rider. Other established paratransit clients CANNOT act as escorts or PCAs for other registered Paratransit clients. One PCA is permitted to travel with a Paratransit rider. The PCA will be treated as a mobility device and will ride at no charge. Paratransit requires that eligible riders indicate the need for a PCA at the time of the certification (or at such time as a PCA becomes necessary). A family member or friend is regarded as a person accompanying the eligible rider and not as a PCA unless the individual is acting as a Personal Care Attendant. The person acting as a PCA must be physically and mentally able to assist the rider and be at least 12 years old.

F. CANCELLATIONS/NO-SHOWS

Cancellations should be made as soon as possible by calling the GPT office at 309-345-3686. Should a rider schedule and cancel four or more paratransit rides in a thirty- day period, services will be suspended for a period of two weeks. This provision does not apply to cancellations that are documented to be beyond the individual's control. The rider will receive written notice of any



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action taken and the basis for the suspension. Should the abuse of scheduling continue beyond a suspension, the rider’s history will be reviewed for the consideration of permanent suspension.

Paratransit service will be suspended for a period of two weeks if an individual misses scheduled appointments THREE times during any three-month period. This provision does not apply to trips that are documented to be beyond the individual’s control. The rider will receive written notice of any action taken and the basis for the suspension. In the event of a no-show outside of city limits the passenger will be suspended for a two-week period, unless the no-show was not within their control.

VII. FEE FOR SERVICE

A standard fare of \$1.00 per one-way trip (exact change required) will be charged for any trip that begins and ends within the City limits of Galesburg.

A standard fare of \$5.00 per one-way trip (exact change required) will be charged for any trip that begins in any township in Knox County connected to Galesburg township and ends in any of the Knox County townships connected to Galesburg township or ends in Galesburg Township. These include the townships of: Henderson, Sparta, Knox, Orange, and Cedar. Return rides will be charged at the same rate.

For paratransit services originating from the city limits of Galesburg to other Knox County townships not previously listed, the following fee schedule will be charged:

A minimum fee of \$15.00 per hour or any portion of an hour plus mileage of \$1.75 per mile will be charged, unless otherwise specified in this policy. Charges calculated during the regular operating day, which is 7:00 a.m. to 6:15 p.m. Monday through Saturday, will be based on the time the driver leaves the point of origin to the point of destination plus mileage and the time it takes to pick up the rider and return that person to his or her original destination.

Trips in which the rider will be staying at the destination for a period of 24 hours or more will only be charged at the hourly rate plus mileage for the time it takes the driver to pick up the rider at the point of origin and the time it takes to transport the rider to his/her destination within Knox County. A return trip for a different day in these circumstances will be billed separately with the same billing rates being applied.



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Each paratransit rider will be charged individually for rides within the County. There is no discount for ride sharing.

A map of townships within Knox County is attached to this document.

VIII. METHOD OF PAYMENT FOR SERVICES

Drivers will accept cash payments for a daily ride. Punch tickets are available for purchase via check payment or calling into the office with a credit card payment prior to a scheduled ride.

Punch tickets for in town rides (10 punches for \$10.00)

Punch tickets for connecting township rides (10 punches for \$50.00)

IX. ACTIVE SERVICE AGREEMENTS

There are instances where active, qualifying service agreements may provide a better pricing structure for the registered rider. GPT staff inform riders of these options if they provide a more economical option for the rider.



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