



CITY OF GALESBURG

Operating Under Council – Manager Government Since 1957

ADA Paratransit Service Catalogue

HandiVan Transportation Division

Galesburg Transit Maintenance Facility

1025 Monmouth Blvd.

Galesburg, IL 61401

Office (309)345-3686

Fax (309) 343-0576

Handivan is a City of Galesburg transit system 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.

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ABOUT GALESBURG HANDIVAN

City of Galesburg's HandiVan provides non-emergency origin-to-destination lift-equipped transportation service within the City of Galesburg plus $\frac{3}{4}$ of a mile radius beyond city limits to individuals who are unable to utilize the bus system or other regular forms of transportation due to a permanent or temporary disability which severely restricts their mobility.

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

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 Bradley Nolden, City Attorney, at 309/345-3680; email: bnolden@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.

OFFICE LOCATION

Public Transportation Building
1025 Monmouth Blvd.
Galesburg, IL 61401

OFFICE HOURS

Monday - Friday
7:00 a.m. - 5:00 p.m.
Saturday
8:00 a.m. - 5:00 p.m.

OPERATION HOURS & FARES

PUNCH CARDS

Daytime 10-ride punch cards available from drivers or office, 1025 Monmouth Blvd. The cost is \$10 for a punch card for 10 1-way trips.

DAYTIME TRIPS

7:00 a.m. to 6:00 p.m.

\$1.00 per 1-way trip (exact change required)

EVENING TRIPS

6:30 p.m. to 10:00 p.m.

\$3.00 per 1-way trip (exact change required)

Reservations for evening service must be called in 1- week before desired trip date.

HOLIDAYS

HandiVan closed on the following City holidays:

- **New Years**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Christmas Eve (half day noon-close)**
- **Christmas Day**

NEW CLIENT INFORMATION

Applications for HandiVan are available in accessible formats upon written request to the Transit Maintenance Facility, 1025 Monmouth Blvd.

ON THE CITY'S WEBSITE

[HandiVan Application](https://www.ci.galesburg.il.us/assets/1/7/HV_Application_2017.pdf)

https://www.ci.galesburg.il.us/assets/1/7/HV_Application_2017.pdf

IN PERSON or OVER THE PHONE

HandiVan Office - Public Transportation Building

1025 Monmouth Blvd.

Galesburg, IL 61401

(309) 345-3686 (Voice/TTY)

First time users of the HandiVan must have a registration card issued before riding, with the exception of persons visiting the City who are registered and certified as ADA paratransit eligible with another paratransit service in their home community.

ADA & TITLE VI COMPLAINTS

AMERICANS WITH DISABILITIES ACT (ADA)

Any person who wishes to file a complaint alleging discrimination on the basis of disability in administration of services, activities, programs, or benefits by the HandiVan Transportation Division of the City of Galesburg.

[ADA Accommodation Form](https://www.ci.galesburg.il.us/assets/1/22/adaaccomodateform.pdf)

<https://www.ci.galesburg.il.us/assets/1/22/adaaccomodateform.pdf>

[ADA Complaint Process](https://www.ci.galesburg.il.us/assets/1/22/ADA_Grievance_Procedure.pdf)

https://www.ci.galesburg.il.us/assets/1/22/ADA_Grievance_Procedure.pdf

TITLE VI

Any person who believes she or he has been discriminated against on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination by the HandiVan Transportation Division of the City of Galesburg may file a Title VI complaint by completing and submitting the City's Title VI Complaint Form.

[Title VI Plan and Form](https://www.ci.galesburg.il.us/assets/1/22/Title_VI_Plan_-_City_of_Galesburg_01092018.pdf)

https://www.ci.galesburg.il.us/assets/1/22/Title_VI_Plan_-_City_of_Galesburg_01092018.pdf

TRIP SCHEDULING GUIDELINES

APPOINTMENTS

SCHEDULING TRIPS

When scheduling a Handivan appointment, please:

- Call the HandiVan Office **(309) 345-3686**.
- Drivers do not take any appointments for pickups, or schedule changes aboard the Handivan.
- Give your complete **ORIGIN** street address and the complete **DESTINATION** street address.

SUBSCRIPTION TRIPS

Scheduled to one destination or a series of destinations that are written in as part of the daily or weekly Handivan schedule.

HandiVan is limited under ADA rules in the number of subscription trips accommodated on a daily basis. There is usually 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.

DAY OF TRIP

PICKUP TIMES

The rider must be ready at least 15 minutes prior to the HandiVan pickup 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.

RETURN TRIP SCHEDULING

Return pickup requests must be called in before 5:00 P.M. unless prior arrangements were made for a late pickup time.

CANCELLATIONS

Cancellations should be made as soon as possible by calling the Handivan Office at **(309) 345-3686**. Any cancellation that is called in while a van is waiting to pick up the client is considered a NO Show.

PASSENGER RULES

- Handivan service is **not an ambulance**. Call 911 for Medical emergencies requiring immediate medical attention.
- **Children** riding the Handivan as registered clients must be accompanied by an adult. Child seats can be accommodated aboard HandiVan but must be provided by the passenger.
- **Lift Requirements** say wheelchairs must meet ADA specifications and Lift manufacturer's maximum weight capability.
- **Service Animals** (defined by IDOT regulations as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability") are allowed aboard Handivan.
- **Domestic Pets** are allowed aboard Handivan for comfort animal services and seeking veterinary care. If at any time the animal is not in its owners control the passenger will be asked to secure the animal in a carrier for the animal, driver and passenger's protection.
- **Tobacco Product** use is prohibited aboard HandiVan.
- **Drinking/Eating** is prohibited aboard HandiVan.
- **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 from clients or PCAs aboard the Handivan. If a passenger is asked to exit the HandiVan and does not leave voluntarily, the police will be called, and the individual removed from the vehicle by authorities.

CLIENT'S RESPONSIBILITIES

- **Personal Belongings** of passengers cannot be carried by drivers. Including:
 - Luggage and other personal property.
 - Oxygen tanks which are not portable.
 - Groceries or other items (parcels, furniture, etc.)
 - Support equipment such as personal toilets.
- **Oxygen Tanks** must be secured to the back of a wheelchair or mobility device. Persons who use personal portable oxygen units that hang from a strap are not allowed aboard HandiVan.
- **Wheelchairs** for clients are their responsibility. The HandiVan program does not provide wheelchairs to clients. Mobility devices such as power wheelchairs, manual chairs, and other devices or mobility aides are the responsibility of the client.
- **Power Wheelchair Batteries** cannot be repaired or charged by drivers. 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. HandiVan does not transport inoperable mobility devices of any type.
- **Client's Paperwork & Medications** cannot be handled or administered by drivers.

PERSONAL CARE ATTENDANTS (PCAs)

Personal Care Attendants (PCAs) are not provided by HandiVan Transit Division. Clients needing any assistance must provide their own escort/PCA. HandiVan requires eligible clients indicate the need for a PCA at time of certification. One PCA per client is permitted aboard HandiVan. Client may have one ride along passenger under the age of 12. Passengers under the age of 8 require a car seat.

Personal Care Attendants:

- Must be physically and mentally able to assist the client without assistance themselves and be at least 12 years old.
- Cannot be a client of HandiVan.

NO SHOW POLICY

Subpart F, Section 37.125 of the ADA Complementary Paratransit guidelines provides that a public transit service provider entity may suspend the provision of paratransit service to the ADA eligible individuals who establish a pattern or practice of excessive NO Shows and/or late cancellations.

NO Shows are recorded each time a paratransit client makes a late cancellation, forgets to cancel, declines their trip, or is not available for pick up for their scheduled trip. Excessive NO Shows may result in suspensions of service as provided below.

A NO Show is one or more of the following:

There has been no call by the clients/client's representative to cancel the scheduled trip before the pick-up window.

The vehicle arrives at the scheduled pick-up location within the 15-minute pick up time and no passenger boards.

The vehicle arrives at the scheduled pick- up location and the driver is told the client is not riding for the scheduled trip.

Consequences for NO Show pattern/practice:

- 1st violation - Letter of warning and/or phone contact
- 2nd violation- 2-day suspension
- 3rd violation - 5-day suspension
- 4th violation- 10-day suspension & loss of subscription
- 5th violation- 30-day suspension & loss of subscription

Violation history covers a 12-month floating period.

A NO Show beyond the customer's control:

Trips cancelled for reasons that are beyond the customers control will not be considered NO Shows. These examples include:

- family or personal emergency
- extreme weather conditions
- hospitalization
- unforeseen reasons for which it is not possible to call the Handivan to cancel prior to Handivan arrival

NO SHOW APPEALS PROCESS

A client or client's representative may file a verbal or written appeal for an individual NO Show issued by contacting the Handivan Coordinator, at 309-345-3608.

The clients/client's representative should provide the Handivan Coordinator with any information on which the customer wishes to rely to support their appeal.

The Handivan Coordinator will review the information provided by the customer (or customer's representative) and decide to either uphold the individual NO Show or excuse it. This decision will be made within 10 business days.

If in any case, the client is not satisfied with the review by the Handivan Coordinator, they may request a formal review by the Public Transportation Advisor Committee. A hearing will be scheduled on the matter during which the customer will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within 10 business days.

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 HandiVan office, 1025 Monmouth Blvd, during office hours or a form can be mailed to the person's residence at their 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 HandiVan 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 application will receive written verification of the disposition of the application.

SERVICE QUALITY

The City of Galesburg HandiVan paratransit service strives to provide safe, efficient public transportation for Galesburg residents. As a part of the public transit system operated by the City of Galesburg, HandiVan may not meet every transportation need that an individual may have.

If you have a question about whether or not HandiVan can be used for your special need, please feel free to contact the Handivan 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 HandiVan or has a suggestion to make regarding the service, please call **(309) 345-3686**.

QUESTIONS/COMMENTS

Staff members are available to answer any questions you may have and appreciate written comments or suggestions regarding the provision of HandiVan's paratransit service.

Riders who have complaints regarding the service may contact the office 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 HandiVan Coordinator. All Calls and complaints are held confidential unless the individual or individuals involved specify otherwise in writing.

Please feel free to call the office, **(309) 345-3686**, at any time during business hours to speak with or schedule a time to meet with the HandiVan Coordinator.