



# Citylift Paratransit Rider's Guide



*Effective September 2017*

## **Rider's Guide for Citylift Paratransit Services**

This Rider's Guide is designed to assist passengers in using the CityLift service, providing valuable information that is helpful in making trips as convenient and hassle-free as possible.

**For information about this guide  
or other services provided by  
CityLink, please call: (309) 679-8183**

For applications or information on eligibility for CityLift, please call CityLink's Transportation Specialist at (309) 679-8183.

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## **Welcome to CityLift's Paratransit Service**

The CityLift paratransit service is a shared ride, door-to-door transportation program utilizing specialized vehicles. The service is provided by MV Transportation under the supervision of the Greater Peoria Mass Transit District (CityLink).

The program provides complementary service for eligible individuals, who are not able to use regular bus service — also called “fixed route” — because of a disability, or other limitations.

However, many customers find the fixed route service is often the best and most economical transportation service for persons with disabilities.

### **Did you know?**

Persons who are certified for CityLift may obtain a “Paratransit rider ID card” which allows them to use the fixed route free of charge.



## **Paratransit Eligibility**

Any individual who, due to their disability is unable to use the fixed route would be eligible for CityLift. Some examples include:

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

CityLift paratransit service is a “safety net” for those individuals who do not have the functional capability to use the fixed-route system. A disability alone does not automatically qualify a person to ride the paratransit service as outlined under the Americans with Disabilities Act.

Paratransit service can only be scheduled within 3/4 of a mile from any CityLink bus route. Those areas include, Peoria, Peoria Heights and West Peoria. Limited service is also available in East Peoria and within a defined service area in Pekin.

## **Application Information**

To obtain and application, please do one of the following

⇒ Contact the Transportation Specialist at (309) 679-8183 to receive an application by mail.

OR

⇒ In person at the CityLink Transit Center, 407 SW Adams as well as the CityLink Administration office, 2105 NE Jefferson Ave.

OR

⇒ Download the application from [www.ridecitylink.org](http://www.ridecitylink.org).

**For assistance filling out an application, please contact CityLink's Transportation Specialist (309) 679-8183 or call Advocates for Access at (309) 682-3500**

When a complete application is submitted to, a determination of eligibility will be concluded within 21 days of submission of a properly completed application.

If CityLink causes and undue delays in the certification process over 21 days, the passenger will be considered eligible until a determination is made.

## **Trip Costs and Fare Types**

**Each one-way trip costs \$2.00, per person**

Drivers will accept the following forms of payment:

- Cash - Correct change only
- Ticket( Books of 10 for \$20)

### **Ticket Locations (Cash, Check, Credit Card)**

- CityLink Transit Center, 407 SW Adams St.
- CityLink Administrative Office, 2105 NE Jefferson Ave.

### **Telephone Purchase by Credit Card**

(309) 679-8136

### **Online Purchase by Credit Card**

[www.ridecitylink.org](http://www.ridecitylink.org)

### **Order by Mail**

CityLink's Admin Office, 2105 NE Jefferson Ave. Peoria, IL 61603

When a passenger cannot or refuses to pay, the ride will be denied. CityLift requires a payment for each and every ride.

## Service Hours

### **Peoria, Peoria Heights, West Peoria and East Peoria:**

#### Service hours

(Monday–Friday) 5:30AM-1:00AM

(Saturday) 7:30AM–10:30PM

(Sunday) 7:30AM–7:30PM

**No service available to East Peoria on Sundays.**

### **Pekin:**

#### Service hours

(Monday–Friday) 6:45AM–5:40PM

**No service available on Saturday or Sunday.**

**No service** on the following holidays:

- New Years Day
- Easter Sunday
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day



**Make A Reservation**  
**Call CityLift at (309) 999-3667**

- CityLift will provide individuals with pick-up and drop-off windows when a trip is scheduled.
- Reservations are accepted 7 days a week, between 8:00AM and 5:00PM. Reservations may be made 14 days or up to 1 day in advance. The reservationist may offer a pick-up time within one hour before, or one hour after the requested time for a next day trip (this is the reservation window).

**Please have the following prepared BEFORE calling:**

- The rider's name, location to depart from, and a telephone number.
- If a Personal Attendant or companion will accompany the rider.
- If a service animal will accompany the rider.
- Information about any mobility device if the rider uses a mobility aide.
- The **exact address** of the destination and a telephone number, if available.
- The date and time the rider would like to **arrive** at the destination.
- Information about the return trip, if applicable

## **Denials**

If the reservationist cannot schedule a trip within the service hours, service area, and reservation window (1 hour on either side of the request), it is considered a “trip denial.”

Riders may report trip denials to the Director of Mobility at (309) 679-8139, even if an alternate trip time offered is accepted by the passenger.

## **What is a trip window?**

A trip window is an amount of time surrounding your request where the driver will arrive to pick you up.

## **Did you know?**

The best time to travel to avoid a crowd is during off-peak hours between 9:00AM and 1:00PM. Passengers often have a better chance at getting the requested schedule without negotiating times during these hours.

## Canceling A Reservation

**(309) 999-3667 (within 2 hours)**

- If a passenger finds that they cannot keep the time they have reserved for their travel, they **must call CityLift** at (309) 999-3667 and cancel the reservation. The reservation should be canceled just as soon as the passenger knows the services will not be needed.
- If the services are canceled within **two (2) hours** from the time scheduled, the passenger will not be charged with a “no show” and they will not be charged for services that they did not use.

## Return Trips

- **IMPORTANT!** When reservations are made for a trip, passengers must specifically request a return trip to get a return trip. **Return trips are not automatically scheduled.** Return trips should be scheduled for the latest time the passenger thinks they will be able to travel.
- If the passenger is ready to depart earlier than the scheduled pick-up time, they may call to see if an earlier ride is available. If an earlier ride is not available, the passenger will need to keep the original pick-up time.

## **Pick-Up Window of Time**

Passengers must be ready to travel from the scheduled pick-up location fifteen (15) minutes before the scheduled pick-up time and up to fifteen (15) minutes beyond the scheduled pick-up time.

### **Example:**

The pick-up time is scheduled for 10:00AM. This means the passenger should be at the pick-up location for departure at 9:45AM and remain there until 10:15AM. This is the **pick-up window**.

If the van arrives at the pick-up location between 9:45AM and 10:15AM, the service is considered on time

The passenger must be at the departure location during the pick-up window time and must be ready to travel. If the driver shows up at 9:45AM and the passenger is not ready to leave by 9:50AM, the driver must leave and the passenger will miss their ride!

The driver is only able to **wait five minutes** for any passenger.

If the driver arrives at the pick-up location earlier than the pick-up window, they will wait for the passenger at least five minutes past the beginning of the pick-up window.

## **Personal Care Attendant Policy**

If a Personal Care Attendant (PCA) is required to assist a passenger during travels and if the passenger's ADA certification stipulates the need for a PCA, that person will be able to ride at no charge whenever the passenger is traveling.

CityLift does not provide PCA's or offer PCA type services.

## **Guest Policy**

One guest may ride with a passenger if space is available and if that person pays the fee of \$2.00 per one way trip.

## **Service Animal Policy**

Service animals that provide general assistance to a person with specific disabilities may ride on CityLift vehicles. They must be on a leash and cannot take up a seat on any vehicle. Service animals must be under the passenger's control at all times. A CityLift passenger's request that the operator take charge of a service animal will be denied. Caring for a service animal is the responsibility of the passenger or a personal care attendant.

## **Pet Policy**

GPMTD's pet policy is as follows:

- Only small pets in protective carriers are allowed on GPMTD vehicles. Carriers cannot take up seats, seating areas, or obstruct pathways on vehicles or in GPMTD facilities and must be able to be carried on by a single person
- To ensure comfort of others, animals in carriers need to behave in such a way that does not disturb others
- GPMTD reserves the right to remove from GPMTD vehicles or property any animals (including service animals) which act aggressively or pose a direct threat to others.

## **Bringing Packages**

Customers are only permitted to carry bags and other personal items onto the vehicle. Due to space and time limitations; the number of shopping bags and/or personal items are restricted to those that can be easily handled by the customer and carried aboard without delaying the vehicle. The carry-on items must fit within a certain space either on the customer's lap or in front of their seating area. Small hand carts are acceptable.

## **Operator Responsibilities**

CityLift Paratransit Operators provide transportation from origin to destination as determined by the ADA and includes door to door service. Each rider is required to pay a fare for each one-way trip.

## **Operator Responsibilities (continued)**

The CityLift operator is responsible for the safe operation of the vehicle in which the passenger is riding. The operator must be able to fully devote his/her attention to the task of driving whenever the van is in motion. Unnecessary talking to the driver is prohibited.

The operator is responsible for assisting passengers in and out of the van and to and from the entrance or exit of a building.

A passenger's request to be assisted from his or her door during extreme weather conditions will be granted. The driver will not traverse pathways that have not been fully cleared of snow, ice, or debris, unless an extraordinary circumstance arises which puts the operator or passenger in immediate danger or an emergency arises

**Opening building doors:** A passenger's request for the operator to open an exterior entry door to a building to provide boarding and/or alighting assistance to a passenger with a disability will be granted as long as providing this assistance would not pose a safety risk, or leave a vehicle unattended or out of visual observation for a lengthy period of time.

## **Operator Responsibilities (continued)**

**Pick-up and drop-off locations with multiple entrances:** Requests to be picked up at home, but not at the front door of the residence will be granted as long as the requested pick-up location does not pose a safety risk.

**Private Property:** CityLift passengers may sometimes seek to be a picked up on private property. The CityLift operator should make every reasonable effort to gain access to such an area (e.g. work with the passenger to get permission of the property owner to permit access for a CityLift vehicle). The CityLift operator is not required to violate the law or lawful access restrictions to meet the passenger's request.

A passenger's request for CityLift operators to handle the fare when the passenger with a disability cannot pay the fare by the generally established means should be granted on CityLift service. CityLift operators are not required to reach into pockets, purses or backpacks in order to extract the fare.

If a passenger with a medical condition that requires them to eat or drink aboard a vehicle in order to avoid adverse health consequences, the driver will contact a supervisor for approval.

## **Operator Responsibilities (continued)**

A passenger's request to take medication while aboard a CityLift vehicle should be granted. This includes allowing individuals to administer insulin injections and conduct finger stick glucose testing.

**Boarding separately from wheelchair:** A wheelchair user's request to board a CityLift vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift will be granted.

**Locating Passengers:** The operator will knock or ring the door bell in an attempt to reach the passenger before departing without a passenger at a residence. If the operator is unable to locate the passenger, they will request dispatch to phone the passenger prior to leaving without the passenger.

### **Did you know?**

Door to door service does not allow operators to assist passengers inside their residences or places they travel to? If you require such assistance, you may need a Personal Care Attendant (PCA).

Please refer to page 11 for our PCA policy.

## **Operator Responsibilities (continued)**

**PLEASE NOTE: The operator will not step foot into a passenger's house. Furthermore, they will not take a passenger up and down steps in a wheelchair or motorized mobility device. Lastly, they will not take a passenger further than the lobby entrance of any commercial property or medical facility.**

### **Do's and Don't's**

- Operator must not talk or text message on a cell phone while the van is in motion.
- Operator may not accept tips or gratuities or act in any manner that may suggest that tipping is appropriate.
- Operator may not play the radio in a manner that is distracting or offensive to passengers. The operator must turn the radio down or off if requested by the passenger.
- Operator must drive safely and be courteous.
- Operator must wear a seat belt.
- Operator must secure Wheelchairs or mobility devices as described by securement manufacturer.

Please contact the Director of Mobility at (309) 679-8139, if a request for assistance is not being met.

## Weather Conditions

When weather conditions are not favorable to travel, customers should expect delays and possible cancellation of the requested travel. Fog, snow and rain can cause considerable delays in travel.

In the event of any snow accumulation, the trip may be canceled if the street the customer lives on has not been plowed or in the event several of the streets that the van must travel have not been plowed.

It is the customer's responsibility to ensure their driveway and walkway are cleared sufficiently to allow the operator to access the pick-up location.

Customers will not be charged with a late cancellation for a trip that could not be taken when weather conditions do not permit safe travel.



## **Seat Belt and Wheelchair Considerations**

Each passenger **must** use a seat belt, it is the law in the State of Illinois. If using a wheelchair, the chair must be anchored to the van in such a way as to prevent it from moving while the van is in motion. The lap and shoulder belt provided by securement manufacturer must be used.

CityLift will transport all “common wheelchairs.” These are types that are defined by ADA regulations. CityLift may refuse to board passengers in a wheelchair that does not conform to current ADA regulations.

- Weight must not exceed manufacturer guidelines as described on lift. (Generally 800-1000 lbs.)
- Back wheelchair onto lift.
- Lock brakes while on lift.
- Turn off electric powered wheelchairs. Operator will instruct when to engage.
- Wait for operator assistance, and follow instructions for entering vehicle.
- CityLift cannot transport passengers with inoperable mobility devices or devices with inoperable brakes.

## **Trip Purpose Priority**

Paratransit is an equal right and it is against the law to give priority to one trip over another (within the service area). Trips are scheduled to allow for the maximum number of individuals to ride within the parameters set forth by the ADA without prioritizing according to purpose or destination. A passenger's request for a specific operator will be denied. Having a specific operator is not necessary to afford the passenger the service provided by CityLift.

## **No Strand Policy**

If CityLift picks up a passenger and takes them to their destination, and the passenger misses their return trip home, the passenger will need to call to reschedule the ride. Dispatch cannot guarantee a vehicle will be readily available, but will do their best to get a vehicle to the passenger as soon as possible.

## **Children Policy**

Children under 13 years old must be accompanied by a responsible party. Children under 7 years old or who weigh less than 40 pounds must be secured in an approved child safety seat provided by the customer. Strollers must be collapsed to fit between the seat and the customer. Non-collapsible strollers are prohibited. Children are prohibited from riding on another passenger's lap per Illinois Law.

## **Visitors Policy**

Visitors are eligible for 21 days of service in a 365-day period beginning on the first day of the service is used by the visitor. For additional days of service, the individual is expected to register under CityLift's eligibility procedures.

CityLift service area customers should contact the Special Services Department at 679-8139 if traveling to another area to visit. Customers should have the name, phone number and fax information of the transit location they are visiting available before calling.

## **Subscription Service**

Subscription Service is not required by the ADA. However, in an effort to best meet our customers' needs, CityLift offers limited Subscription Service for customers who require repetitive trips from the same origin and to the same destination over an extended period of time.

Subscription Service customers do not need to call to reserve each of their repeat trips.

Subscription Service is for repetitive travel needs. In order to qualify for a Subscription trip, the same ride must be taken at the same time at least twice a week.

## **Subscription Service (continued)**

Because the availability of Subscription Service is limited, some customers may be placed on a waiting list. Other restrictions may also apply. All subscription rides are automatically canceled on the holidays listed in the section “Holiday Service.”

Trips scheduled on Subscription Service that need to be changed or canceled must adhere to scheduling (P. 7) and cancellation (P. 9) guidelines as listed in this rider’s guide.

Customers who are granted subscription service are responsible for all rides affiliated with their profile. Failure to cancel trips appropriately and/or excessive cancellations may result in dismissal from the Subscription Service program. Subscription Service may be placed on hold to accommodate vacations, hospital stays, and other limited periods of time when service will not be needed. Subscription Service is not meant to hold a time slot for trips made only occasionally. Any eligibility or mobility changes should be updated with CityLift.

## CityLift's "No Show" Policy

REVISED August 2017

In an effort to provide efficient, courteous, safe, and responsible transportation to our patrons, GMPTD invokes the following to define, record, and limit No-Shows on the CityLift Paratransit Service while complying with the Americans with Disabilities Act (ADA) regulations for paratransit services. To encourage responsible trip scheduling and use, the ADA allows public transit systems to establish and enforce a **No-Show Policy**.

### **Policy**

It is the policy of CityLift to record each customer's no-show and apply appropriate sanctions when customers establish a pattern or practice of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-Shows have on the service provided to other passengers.

### **Procedures**

**Scheduling Trips:** CityLift schedules pick-up and return trips separately. In accordance with FTA Regulations, CityLift assumes all scheduled return trips are needed unless notice is given by the passenger or their representative. If a passenger is a No-Show their first trip of the day, CityLift will not automatically cancel subsequent trips of the day. This is consistent with FTA regulations.

## “No Show” Policy (continued)

### **Definitions:**

**No-Show:** A No-Show is a trip that is not completed by the rider when the vehicle arrives within the designated window and the driver waits at least 5 minutes for the passenger.

**No Strand Policy:** If a rider completes the first leg of a trip and misses the return trip, Citylift will provide a return trip as long as the following are met:

- Rider has the fare to pay for the ride
- Rider requests an additional ride after the missed trip
- Request is within service hours/operating locations

### **Missed Trip:**

- The vehicle does not wait the required time within the pickup window.
- There is no attempted contact with the rider, and the vehicle departs without the rider.
- The vehicle arrives after the end of the pickup window and departs without picking up the rider (either because the rider is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pickup location

A passenger will not be charged a No-Show if any of the above criteria are met for a missed trip.

**Late Cancellation:** A late cancellation is a trip that has been cancelled less than 1 hour from the requested pick-up time by the passenger.

## **“No Show” Policy (continued)**

If the passenger has a No-Show, the passenger will be notified by phone, and asked about any other pending trips for that same day.

Furthermore the passenger will be notified at that time what criteria would need to be met in order to avoid a potential suspension.

No-Shows that are accrued when extenuating circumstances are present will be excused upon request.

- Sudden Illness
- Accidents
- Family emergency
- Personal Care Attendant did not arrive on time to assist the rider
- Passenger’s appointment ran long and did not provide opportunity to cancel in a timely way
- Passenger’s mobility aid failed
- Appointment cancelled or altered that are outside of the passengers control
- Scheduling error

Continued, noted abuse of the extenuating circumstance clause can result in denial of an excused No-Show which will lead to a suspension of service.

## **“No Show” Policy (continued)**

### **Suspension**

Passengers with a no-show percentage greater than 50% of their scheduled trips for any 30 day period, with a 6 trip minimum, will be considered in violation of the “No Show” policy and will be notified via writing with the following:

Notice of the pending suspension will be mailed to the address listed on the passenger’s account and will include the following:

- An explanation of pending suspension
- Specific trip data and proving criteria is met for suspension
- How you may appeal the suspension.
- Start and end dates of suspension

All suspensions will begin no sooner than 10 days after issuance of suspension notice.

Suspension durations are to last as follows:

- 1st suspension - 7 days
- 2nd suspension - 14 days
- 3rd suspension - 28 days

Any subsequent suspension will last 28 days. The rider has the opportunity to have all subsequent suspensions expunged if they stay suspension free for a period of 180 days.

## **“No Show” Policy (continued)**

### **Suspension Appeals Process**

Passengers may appeal a suspension decision by notifying CityLink’s Director of Mobility by phone at (309) 679-8139 who will then contact the passenger within five (5) working days of receiving the notification to schedule a meeting time to hear the appeal.

CityLift service shall be provided to the passenger during the time that the appeal date is being determined, to attend the appeal hearing, and until the appeal is resolved. If the person refuses to attend the appeal hearing, CityLift service shall be suspended as defined in the suspension letter. All appeals must be heard within 30 calendar days from suspension.

## **Title Vi**

The Greater Peoria Mass Transit District (GPMTD) 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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with GPMTD.

For more information on the GPMTD's civil rights program, and the procedures to file a complaint, contact the Title VI Officer at (309) 676-4040; or visit our administrative office at 2105 NE Jefferson Ave, Peoria, IL 61603.

### **Reasonable Modification Policy**

GPMTD provides information about how to make requests for reasonable modifications readily available to the public through its website at [www.ridecitylink.org](http://www.ridecitylink.org)

## **GPMTD Passenger Conduct Policy** **REVISED July 2015**

The Greater Peoria Mass Transit District operates a fixed route and paratransit bus service known as CityLink and CityLift respectively. The safety and security of all CityLink and CityLift passengers and operators is of the utmost concern to the Greater Peoria Mass Transit District. Every member of the riding public has an obligation to contribute to the safety of others riding the bus by refraining from inappropriate and seriously disruptive behavior at bus shelters, stops and transit facilities.

To this end a standard of conduct is expected from every patron using CityLink or CityLift. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using Greater Peoria Mass Transit District services and facilities. Seriously disruptive, inappropriate behavior or recurring incidents will result in immediate loss of riding privileges. For customers thirteen and under, parents or guardians will be contacted in the event of the customer not adhering to passenger conduct policies.

## **GPMTD Passenger Conduct Policy** **(continued)**

### **Inappropriate Behavior**

Inappropriate behavior is conduct that does not demonstrate respect for the rights and dignity of others. It interferes with the orderly operation of transit services; damages public property; is disruptive; or violates the rules of riding the bus, including, but is not limited to the following:

- Profanity
- Refusal to share seat with another passenger
- Loud music
- Distracting the operator
- Eating or drinking on transit vehicle
- Pushing and jostling when getting on the transit vehicle

### **Serious Disruptive Behavior**

Serious disruptive behavior is conduct that is violent, illegal, or endangers the health or safety of others. Such behavior includes, but is not limited to the following:

- Threats
- Physical or verbal abuse
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial implications

## **GPMTD Passenger Conduct Policy** **(continued)**

Possession of a weapon on or around transit facilities or vehicles

- Damaging or destroying transit facilities or the personal property of another passenger or transit operator
- Drinking alcoholic beverages
- Possession or use of illegal drugs
- Smoking of any kind, including electronic devices
- Discourteous treatment of passengers or transit operators
- Bodily fluids or feces released from the passenger, clothing, or mobility device.

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and maintain the safe operations of the Transit System. Care should be taken by CityLink or CityLift employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The bus operator should request police and/or supervisory assistance when the situation warrants.

These situations shall be handled in a fair and consistent manner. The bus operator shall document all incidents involving disruptive passengers via a CityLink or CityLift Incident/Accident Report.

## **GPMTD Passenger Conduct Policy (continued)**

### **Other issues related to passenger conduct**

Body odor, perfumes or other physical hygiene problems may disturb the reasonable comfort of other customers. Customers should be considerate of others in regards to the above stated conditions. In addition, an operator may request direction from dispatch and/or a supervisor for any notice to be given to customers to correct any hygiene concerns. Although not an incident that may cause a suspension of service, all customers have an obligation to consider reasonable comfort of other customers.

Conduct that is determined to be due to a disability of the customer may not result in a suspension. However, upon assessment, it may be determined the passenger may qualify to travel with a self-provided Personal Care Attendant (PCA).

### **Federal regulations stipulates:**

It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience to employees of the entity or other persons.

## **GPMTD Passenger Conduct Policy** **(continued)**

This policy is developed in part in accordance with the **Americans with Disabilities Act**. The determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment. In any event, a range of consequences will be used to address violations of this policy.

### **Medically Related Restrictions:**

Greater Peoria Mass Transit District complies with existing laws governing the exposure of persons to human biological hazards and other health related hazards. This is a serious issue for CityLink or CityLift since many of our customers are in a high-risk category due to age and/or lowered immune system.

## **GPMTD Passenger Conduct Policy** **(continued)**

In order to protect CityLink or CityLift operators as well as our customers, CityLink or CityLift will deny transportation to any person who has visible evidence of any open or festering wound or sore. An open wound or sore may include but is not limited to medically-related opening which creates leaking or discharge of bodily fluids (dialysis pick-line, colostomy bag, vomiting, diarrhea, etc.) or an injury that causes an external break in body tissue. Parents or guardians with infants and young children under the age of three will not be denied transportation. However, you are expected to attend to such issues, prior to boarding any CityLink or CityLift vehicles if possible.

### **Seriously disruptive passengers will be handled in the following manner:**

- After the first incident of **serious disruptive behavior**, a written warning may be issued to the passenger by the Operations supervisor or Safety Officer. Also, after the first, second or third incident of **inappropriate behavior**, a warning could include a potential service suspension or service termination for the passenger for and upon any future disruptive incident by the passenger.

## **GPMTD Passenger Conduct Policy** **(continued)**

### **Seriously disruptive passengers (cont.)**

- CityLink or CityLift management may issue a service suspension or service termination. CityLink or CityLift operators, supervisors, security and management staff may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a GPMTD vehicle or the safe operation of the Transit System. Only the management of GPMTD services may issue a service suspension or service termination. A bus operator may temporarily deny service in an emergency situation only. In these extremely rare situations, dispatch should be contacted immediately.
- After the second documented incident by an Operations Supervisor or Safety Officer, it will result in a suspension of service.

## **GPMTD Passenger Conduct Policy (continued)**

Passengers who receive a written warning of any kind from CityLink or CityLift may within thirty (30) days of the date of the written warning, file a written response with GPMTD and request, in writing, to meet with the Director of Operations to discuss and review the incident. The Director of Operations shall meet with the passenger upon timely receipt of a written request.

**It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based on a review of these factors. Every effort will be made to mitigate the circumstances when possible. It must be noted that under serious circumstances, a suspension or termination of services may be issued immediately or after the first or second incident.**

### **SERVICE SUSPENSION/TERMINATION**

Should a service suspension or service termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a “Letter of Suspension/Termination” will be sent documenting the reasons for and conditions of the service denial, and shall include the individual’s right to appeal, if any, and the requirements to file an appeal.

## **GPMTD Passenger Conduct Policy** **(continued)**

### **APPEAL**

A passenger who has been issued a suspension or termination of service may appeal the denial of service to GPMTD Board of Trustees by submitting a written request for an appeal. The written request must be received by GPMTD within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the executive committee of the GPMTD Board of Trustees will schedule an appeal hearing with the individual as soon as possible. Every effort will be made to schedule the hearing within a two-week period following receipt of the request. Upon the conclusion of the appeal hearing, GPMTD Board of Trustees will render a decision on the appeal at the next board meeting.

### **Suspension Appeals Process**

If you wish to appeal the decision, please write a letter to:

**Assistant General Manager  
Greater Peoria Mass Transit District  
2105 N.E. Jefferson Avenue  
Peoria, Illinois 61603**

**Greater Peoria Mass Transit District  
(CityLink)**

Mobility Management Department

2105 NE Jefferson Avenue

Peoria, IL 61603

Phone: (309) 679-8183

[www.ridecitylink.org](http://www.ridecitylink.org)