



Rides Mass Transit District

Passenger Handbook

Audio/Video Cameras and Recordings

For the safety and security of our employees and passengers, Rides Mass Transit District buses are equipped with audio and video cameras. The recordings will be used to investigate customer complaints, accidents, incidents, and behavior reports on the bus, or damage and vandalism to our buses. Passengers and RMTD employees may not obscure, obstruct, move, or tamper with RMTD audio and video cameras.

RMTD will collect, retain and release audio/video recordings in accordance with Federal and State Privacy Laws. RMTD will release audio/video to the appropriate authorities in the appropriate manner. As an example: audio/video may be appropriately requested as part of an investigation or in a criminal or civil action in which the court orders RMTD to produce the information.

Passenger Behavior

Rides Mass Transit District requires all passengers to be courteous and considerate of other passengers, the driver, and all RMTD employees. Instructions from a driver are to be followed by all passengers. Behavior that may affect the safety of other passengers, the driver, or creates an inappropriate or hostile environment for others, will not be tolerated. Inappropriate behavior, conditions, or actions such as refusing to pay your fare, eating, drinking, use of tobacco products, foul language, lack of personal hygiene, threatening or disruptive behavior, bothering of other passengers, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances or having open containers of alcohol on the vehicle may result in you being suspended from riding RMTD vehicles, and you may be reported to local law enforcement. Examples of prohibited conduct include but are not limited to: verbally or physically threatening the safety of another person/others; causing or attempting to cause physical harm to others; attacking or threatening to attack another person; spitting, throwing or attempting to spit or throw things at others; sexually assaulting or attempting to sexually assault another person; and engaging in acts of public indecency. RMTD management will investigate incidents and determine appropriate action. RMTD management reserves the right to suspend or terminate future transportation service to anyone.

Appeals or requests for further assistance with the appeals process should be directed to:

Rides Mass Transit District

Attn: Adam Lach, CEO

1304 Frank Leberman Drive

Harrisburg, IL 62946

(618) 253-8761

Decisions by RMTD management with regard to this policy may be appealed in writing to the District Board of Directors. Decisions by the RMTD Board are final.

Passenger Complaints

Rides Mass Transit District strives to offer safe, accessible, affordable and on-time service. All RMTD personnel should be friendly and courteous. If you find your service experience did not meet expectations, you may contact RMTD Administration.

RMTD Administration

1304 Frank Leberman Drive

Harrisburg, IL 62946

(618) 253-8761

Service Modes

RMTD provides demand response service across its 17-county District, along with traditional fixed route service in some of its communities. Additionally, RMTD offers some intercity service with meaningful connections. These intercity connections are published in Russell's Official National Motor Coach Guide.

With demand response and paratransit service, passengers can request door-to-door assistance. Providing door-to-door service does not require drivers to enter your home. If needing this service, mention you will be traveling with a personal care attendant when scheduling your ride. RMTD also coordinates transportation with various human service agencies across its service area. Those routes are open to the general public on a space

available basis. However, customers or human service agency employees are not allowed to operate the lift or secure mobility devices.

For fixed route service, riders should be at the bus stop prior to the scheduled departure time. For your safety, cross the street after the bus has pulled away. This allows for a full view of oncoming traffic in both directions. When riding on fixed route vehicles equipped with seatbelts and located in the first seat, passengers will need to wear a seatbelt or sign the appropriate waiver. Fixed route service is considered on-time if the bus arrives not more than one minute early or more than five minutes late at established time points when compared to scheduled arrival times.

RMTD will monitor service level and service quality to ensure that no person or group of persons shall be discriminated against with regard to the route, scheduling, or quality of transportation service furnished by the RMTD system, on the basis of race, color, national origin, age, sex or disability. Frequency of service, age and quality of vehicles assigned, quality of facilities, and location of routes shall not be determined on the basis of race, color, national origin, age, sex, or disability.

Escorting Passengers

Refer to ADA Personal Care/Attendant.

Child Safety Seats

It is not the law for a child to ride in a child safety seat on a public transportation bus. When a passenger brings a child safety seat onto the bus to be secured in the seat, he or she is responsible for securing and removal of the seat before departing the bus.

For safety reasons, RMTD suggests the passenger install the seat behind another seat. If the passenger secures the child safety seat in a different location, he or she may be asked to sign an alternative request form.

Stroller

Passengers are welcome to bring a stroller on the bus although RMTD prefers the child ride with the parent in a seat directly behind a seat for safety reasons.

Options for securing the stroller near the parent's seat may not be possible, however, if the parent requests the driver to secure the stroller to the bus with the child riding in it, the

parent/guardian will be asked to sign an alternative form stating they are requesting the stroller be secured to the bus with the child riding in the stroller.

Bicycles

If the RMTD vehicle is equipped with a bike rack on the front of the bus, the customer is responsible for loading and unloading the bicycle. RMTD is not responsible for any damage that might occur to the bicycle. Transporting bicycles inside a RMTD vehicle may be limited based upon capacity constraints.

Package Pick Up

RMTD no longer provides package pick-up service.

Passenger Attire

For health, as well as social reasons, passengers must wear appropriate attire when accessing a RMTD vehicle. Proper attire includes shirts; pants, shorts, skirts; and foot covering, such as shoes, sandals, or socks.

Carry-on Items

Passengers may not use the vehicle to transport large or heavy items. Passengers or their personal care attendant are expected to carry their own bags and packages. A passenger may carry on only as much weight or volume as they or a personal care attendant can carry in a single trip. RMTD reserves the right to limit the weight and size of an article to be transported. If the article interferes with the normal access of passengers, RMTD may refuse to transport the package. RMTD assumes no responsibility for damage, breakage, or loss of parcels.

You should not leave carry-on packages, bags, or other personal items in a doorway or aisle that may cause the driver or other passengers to trip. Your personal items should be secured in such a way to allow the driver to move freely, not blocking windows or emergency exits, and protecting riders from injury if carry-on packages fall or shift.

RMTD does not allow common items such as gas cans, or flammable items such as gasoline, propane, or vehicle batteries on the bus. All packages and articles such as book bags, lunchboxes, etc. are subject to search for safety reasons.

Smoking and Eating on Revenue Vehicles

Eating, drinking, and smoking/vaping, or the use of any tobacco products are not permitted on the buses.

Beverages in sealed containers (i.e. soda or water bottles with caps) are allowed but should not be consumed while on board.

Passenger Use of Electronic Devices and Musical Instruments

While riding an RMTD vehicle, radios and other electronic entertainment devices may only be used with headphones. You must maintain the volume at levels that cannot be heard by other passengers. You may not play musical instruments on an RMTD vehicle.

Receiving Tips and Gifts from Customers

RMTD employees are prohibited from accepting tips or gifts or any other goods from you, which may, in any way, be construed as an attempt on behalf of the giver to elicit or solicit business favoritism.

RMTD Fares and Passes

Fares and passes are non-refundable. Exact change is strongly suggested as no cash is returned from farebox and drivers do not make change. Fares are subject to change without notice.

Discounted fares are available due to participation by State and Federal funding sources. Agencies and state funded programs are not eligible for this reduced fare. If human service organizations are interested in a service contract regarding transportation, they may contact the RMTD Administration office.

If passengers are enrolled in Medicaid or other state sponsored services, they must utilize those resources for transportation.

RMTD honors all other transportation provider tickets, passes and accepts their transfers.

Senior ID Card

This discounted fare is provided by State and Federal funding by the Department of Aging (IIIB), and DHS (Title XX) sources. This ID card, funded through local senior centers and Area Agencies on Aging, is funding of last resort. For example, in the event a passenger with a senior ID card who is Medicaid eligible is going to a non-emergency medical appointment, Medicaid would be the primary billing option.

Fare Evasion

Regular fare payment and maintaining valid passes are expected of passengers. RMTD reserves the right to not schedule for a reasonable period of time if non-payment of fares is a pattern displayed by an individual.

Loitering

Loitering on RMTD buses and at facilities is not permitted.

Route and Service Changes

Due to inclement weather, holidays, and other circumstances beyond the organization's control, route changes and service updates will be posted on the RMTD social media accounts. Passengers should also check ridesmtd.com for current information.

ADA POLICY

The RMTD ADA Policy may be viewed in entirety at www.ridesmtd.com or you may call your local RMTD Operations Center for a copy.

Stop Announcements

RMTD drivers will announce transfer stops, major intersections, destinations points, arrival locations and other intervals along fixed routes.

Companions/Personal Care Attendants

One personal care attendant is eligible to travel with an eligible rider. In addition, service can be provided to one companion accompanying an eligible rider. Other persons accompanying the rider will be accommodated on a "space available" basis. Persons are considered to be accompanying the eligible rider if they are picked up and dropped off at the same locations as the eligible rider. Escorts need to be scheduled when the original transportation arrangements are made. Only one non-paying escort may be allowed per passenger.

ADA Paratransit Service

RMTD's ADA paratransit service is a door-to-door transportation service available to persons with disabilities who are unable to use fixed route bus services where available. ADA paratransit service is by reservation only, and all reservations must be made at least one day prior to service by calling your local RMTD Operation Center at 844-220-1243. RMTD's ADA paratransit service is available anytime regular fixed-route bus service is in operation and within $\frac{3}{4}$ of a mile of fixed route service.

Eligibility

ADA paratransit service is a safety net for persons with functional limitations that prevent them from using fixed-route service. RMTD services, however, are delivered across areas where there may not be appropriate amenities such as sidewalks and ramps. New passengers requesting access to services who assert a disability or use of a mobility device will be assessed through the eligibility process to ensure safe operations at their residence and provide certified access to paratransit services when they visit other areas not served

by RMTD. Persons may be interviewed and may be required to provide documentation to help determine use of eligibility. An RMTD administration employee or supervisor may inspect pick-up locations if the interview indicates any conditions that may impact safe operations. RMTD's ADA Paratransit Eligibility Application may be found on its website or by contacting local RMTD Operation Centers.

Notice of Initial Determination

RMTD will notify customers in writing of the initial determination of eligibility to the address listed on their ADA application.

Processing Time/Presumptive Eligibility

Applicants are to be granted presumptive eligibility if ADA determination of eligibility has not been made within 21 calendar days of the submission of a completed application. Service must be provided, and the applicant presumed to be eligible, until and unless the determination is complete, and the person is found to be ineligible. Subsequent investigations or requests for additional information by RMTD would be considered part of the review process and within the 21-day timetable.

Administrative Appeal Process

An administrative appeal process is available to any individual who is determined to be ineligible for transportation service, has an ADA-related complaint or has been denied a modification. Because the provision of ADA, transit service is a civil right, the denial of eligibility or modification is a serious matter. In the case the applicant is not satisfied with the action taken on their application, they have the right to appeal that decision. Appeal requests must be made within 60 days of receipt of the written notification of paratransit eligibility status. Persons may appeal in writing or choose to appeal in person if desired. If this is chosen, RMTD staff will contact the person for a mutually agreeable day and time. Appeal decisions will be made within 30 days of the request and will be made in writing.

Holding an Appeal Hearing

If there is a conflict of interest with a claimant or his/her representative or there is a personal relationship with a person on RMTD's panel and/or decision maker, the conflicted party will be asked to excuse themselves from the process. In any instance this is not possible, or such request would be considered a hardship for the claimant, the conflict will be documented in the record and acknowledged by all parties.

Observing Privacy Rights

The medical information that may be gathered as part of the ADA eligibility certification process will not be shared with any other party.

Re-certification of ADA Eligibility

RMTD suggests individuals reapply for ADA transit eligibility should their individual circumstances or conditions at their residence change. While a person's disability may be permanent, other factors, which go into the determination of eligibility, may change. For example, improved technologies and/or operating procedures may be introduced.

Circumstances Under Which Service Can Be Conditioned

In certain circumstances, it may be possible to mitigate the effects of a person's conduct by requiring they meet certain conditions (e.g., use the service with an attendant).

Circumstances Under Which Service Can Be Refused

Public entities can refuse to provide fixed route or paratransit service to persons with disabilities if they engage in "violent, seriously disruptive, or illegal conduct." This may include a person who assaults a driver or another passenger, who smokes or drinks on the vehicle in violation of established laws, or who engages in conduct so severe that the delivery of service is seriously disrupted.

Visitors

RMTD provides service to ADA eligible individuals who travel to areas outside of the region in which they live.

Respirators or Portable Oxygen

These types of devices are allowed on RMTD vehicles and will ensure adequate time for individuals with disabilities to board or disembark a vehicle. Riders need to ensure they have adequate amounts of oxygen for their trip.

Service Animals

RMTD will permit service animals to accompany individuals with disabilities in vehicles and facilities. Service animals may not deprive a customer of a seat or block an aisle or door. Service animals must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the handler must maintain control of the animal through voice, signal, or other effective controls. Operators will notify a customer attempting to board with a service animal if there is another animal on board. The boarding customer should be allowed to

make the final decision whether to board the bus or not. Non-service animals are allowed if an animal carrier is used.

Ramps/Steps

For safety reasons, drivers are not required to load a passenger in a mobility device if access to their home involves maneuvering more than one step unless their home is equipped with a ramp for easy mobility device access. If members of the passenger's family are available to transfer the passenger from their home to the vehicle, then the step limitation will not apply. Drivers are not required to transfer passengers from their home to the vehicle if the ramp is determined to be unsafe for normal maneuvers.

Seatbelt

It is the policy of RMTD that passengers sitting in the front seat should wear the seatbelt. This may include a person using a mobility device for transportation seating. When a passenger seated in a front seat, including a person using a mobility device, does not want to use the seatbelt, the driver will record that the passenger does not want to wear the seatbelt and request the passenger sign an alternative form documenting he/she did not want to wear the seatbelt.

Priority Seating and Standee

Priority seating is reserved in all transit vehicles for passengers with disabilities who prefer to utilize that seating. Priority seating is in the front of the vehicle and is designated with appropriate signage. If priority seating areas are occupied by passengers who do not have a disability, and a passenger with a disability who needs priority seating boards the bus, the driver is required to ask the passenger occupying the priority seats to move or stand. If a person who does not have a disability refuses to move from the priority seating, drivers are not required to force them to move.

Lift and Securement Use

RMTD will ask mobility device users should permit their mobility device to be secured. RMTD provides assistance upon request or as necessary with lifts, ramps and securement systems. RMTD will permit individuals with disabilities who do not use mobility devices to use the vehicle's lifts or ramp. Due to lift manufacturing standards, RMTD staff will not ride the lift with passengers in mobility devices or those who are ambulatory who are choosing to use the lift. Only the passenger requesting the use of the lift may ride the lift. Only RMTD staff may operate the lift.

Lift Deployment

RMTD will not refuse to permit a passenger who uses a lift to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if it is deployed, or temporary conditions preclude the safe use of the stop by all passengers.

Accessibility Features

When a passenger does not want to use the accessibility-related equipment, the driver will record the passenger does not want to use the equipment. The passenger will be asked to sign a form indicating he or she did not want to use the equipment provided.

Mobility Device

Wheeled devices for the carriage of a single individual, normally used as an assistive device for individuals who may have mobility challenges, may be used to board RMTD vehicles.

RMTD will transport a mobility device and its user, as long as the lift can accommodate the size and weight of the mobility device, its user, and there is space for the mobility device on the vehicle. However, RMTD is not required to carry a mobility device if the lift or vehicle is unable to accommodate the mobility device and its user, consistent with legitimate safety requirements. Segway or Other Power-Driven Mobility Devices (OMPD)(OPDMD) - RMTD will accept such devices as long as the mobility device can be transported safely during instances when individuals with disabilities who do not use wheelchairs request use of the lift to enter the RMTD vehicle.

Trip Denials or Missed Trips

All denials are recorded by RMTD. Trip requests that occur inside the RMTD service area that are within ¾ mile radius of fixed route stops and cannot be accommodated will be logged as trip denials.

ADA Reasonable Modification

Whenever possible, a request for a reasonable modification or accommodation shall be filed/requested in advance by contacting us:

Phone: 618-253-8761, ext: 500327

Email: coo@ridesmtd.com

Mail: RMTD, COO, ADA Compliance

1304 Frank Leberman Dr., Harrisburg, IL 62946

Rides Mass Transit District Americans with Disabilities Act Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Rides Mass Transit District.

How to File

Complainants must first contact, by telephone, email, online form, mail, or in person, the Chief Operations Officer to attempt to informally resolve the complaint. If this does not yield a satisfactory resolution, a formal complaint may be filed in writing using the Rides Mass Transit District ADA Grievance Form or through alternative means. (Alternative means, such as personal interviews or recordings, will be made available upon request). The grievance should contain information about the alleged discrimination, such as the grievant's name, address, and phone number, and the location, date, and description of the occurrence. The grievance should be submitted by the grievant (and/or his/her designee) as soon as possible but no later than 60 calendar days after the alleged discrimination to the Chief Operations Officer.

Process

Within 30 calendar days of receipt of the grievance, the Chief Operations Officer (or his/her designee) will research the grievance and will respond in writing and, where appropriate, in a format accessible to the grievant, such as large print, Braille, or audio tape. The response will explain the position of Rides Mass Transit District and offer options for substantive resolution of the grievance, if any. The 30-day response period may be extended an additional 30 calendar days with written notice to the grievant (and/or his/her designee). If the response provided by the Chief Operations Officer (or his/her designee) does not satisfactorily resolve the issue, the grievant (and/or his/her designee) may appeal the decision within 15 calendar days after receipt of the response to the Rides Mass Transit District Chief Executive Officer (or his/her designee). Within 15 calendar days after receipt of the appeal, the RMTD CEO (or his/her designee) will meet with the grievant to discuss the grievance and possible resolutions. Within 15 calendar days after the meeting, the RMTD CEO (or his/her designee) will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the grievance. All written grievances and responses to grievances will be retained by RMTD for at least three years. Summaries will be retained by RMTD for at least five years.

Note: This Grievance Procedure is available in accessible formats upon request.