



RMTD

REAGAN MASS TRANSIT DISTRICT

YOUR JOURNEY, OUR MISSION

Reagan Mass Transit District
210 East Progress Drive
Dixon, IL 61021

Phone: (815) 288-2117

Toll-free: (888) 239-9228

Email: info@reaganmasstransit.org

Greg Gates, Director
Steve Davis, Assistant Director



Curb-to-curb Service



Service For All Ages



Lift Equipped



Service Animals Permitted

reaganmasstransit.org

Welcome	3
What is RMTD?	
An Overview of RMTD.....	4
RMTD Advisory Board.....	4
Service Operators	5
Hours of Operation.....	5
Holiday Schedule.....	5
Scheduling a Ride.....	5-7
Rockford Route	7
Kishwaukee College	7
Sauk Valley Community College Route.....	7
Chaperone/Aide Policy	7-8
Service Animals	8
Packages	8
Passenger Guidelines	8
Pick-up and Return Rides.....	9
Cancellations.....	10
No-Show Policy	10
Prohibited Activities	10-11
Incident Reporting.....	11
Suspension Notifications.....	11
Wheelchair Information.....	12
Passenger Comment & Complaint Procedure	13
Greyhound Connect Routes	14
Public Notice Regarding Title VI Compliance	15
RMTD Fare Schedule	16

Funding for this Rider's Guide provided in whole or in part by the Illinois Department of Transportation.



Welcome

Thank you for choosing to ride Reagan Mass Transit District (RMTD) here in Northwest Illinois. The mission of RMTD is safely connecting people and places, whether it's a trip you need to the grocery store, a doctor's appointment in Rockford, or a connection to another community resource. **RMTD is here to Move Forward with You!**

Hours of operation for RMTD are Monday through Friday from 6:00 AM to 6:00 PM. This public transit system is a demand response service, which means rides need to be scheduled via our dispatch center. Rides in your own ZIP code require 24 hours' notice. 48 hours' notice is preferred for rides outside of your ZIP code. The cut-off for scheduling rides is 2:00 PM, Monday through Friday. Rides must be scheduled through a dispatcher, **not** through a voicemail message.

Please read through the entire RMTD Riders Guide. It will provide an overview of the guidelines for our public transportation system including responsibilities of riders, drivers, dispatchers, and other employees. These guidelines are in place to promote safety, efficiency, and effectiveness. Thank you again for choosing RMTD!



AN OVERVIEW OF RMTD

Reagan Mass Transit District is a government entity and recipient of federal and state funding from the Illinois Department of Transportation. RMTD continues its partnership with Lee and Ogle County government. RMTD provides rides to persons of all ages. Older adults, veterans, and persons with disabilities ride at a discounted rate of \$1.00 one-way (inside their ZIP code) and \$0.35/mile outside of their ZIP code (capped at \$5.00 one-way). All other riders pay a fee of \$2.00 one-way (within their ZIP code) or \$0.35/mile outside their ZIP code. The fare schedule is on page 16.

Children 5 years and younger **must be accompanied** by an adult or older sibling, and only with parental consent. Child safety seats will need to be provided by the family. Drivers, employees, and riders of RMTD are required to adhere to these regulations, without exception. At all times, we want you to know you are valued both as a customer and a person. If you have specific requests, contact the RMTD dispatch center in advance in order for us to accommodate those needs.

RMTD ADVISORY BOARD

The RMTD Advisory Board provides guidance and feedback to the administrators of the system and includes representatives from each of the operator organizations (Hub City Senior Center, Kreider Services, Lee County Council on Aging, Rock River Center, and Village of Progress) as well as liaison members from the County Boards of Lee and Ogle Counties. This board is looking to include at least one representative who is a rider of the Advisory Board, which meets quarterly (every three months).

SERVICE OPERATORS

RMTD is proud to partner with Hub City Senior Center, Kreider Services, Lee County Council on Aging, Rock River Center, and Village of Progress in providing rides to the public. These organizations employ drivers who are responsible for getting riders to where they need to go. Dispatchers work in close partnership with the system's drivers.

HOURS OF OPERATION

Transportation is available Monday through Friday, 6:00 AM to 6:00 PM with the exception of observed holidays (see below). In case of inclement weather, RMTD may reduce hours of operation or cancel services altogether. Listen to local media (radio and TV) for closure information, which will also be announced on social media, including our Facebook and Instagram sites.

HOLIDAY SCHEDULE

Holidays observed by RMTD include the following:

- | | |
|----------------|---------------------------|
| New Year's Day | Thanksgiving Day |
| Good Friday | Friday after Thanksgiving |
| Memorial Day | Christmas Eve |
| Fourth of July | Christmas Day |
| Labor Day | New Year's Eve |

SCHEDULE A RIDE

Reservations can be made Monday through Friday during regular office hours, 6:00 AM - 6:00 PM. Requests for rides in your own ZIP code must be made through dispatch at least one (1) business day in advance and before 2:00 PM the business day before your ride is needed. Requests for out-of-town rides (outside of your ZIP code) should be made at least two (2) business days in advance and before 2:00 PM. Please call the dispatch center at (815) 288-2117 or toll-free at (888) 239-9228. Rides are based on space and vehicle availability.



When calling to make a ride, be prepared to give the following information:

1. Your name and address
2. Whether this is a single trip or multiple trips you need
3. Your phone number and that of an emergency contact
4. Date and time of appointment
5. Address of destination, including ZIP code
6. If you will have an escort/aide along

Additional information will be requested if your ride is to a medical appointment, including a Medicaid identification number.

Please note the following:

- Riders are responsible for maintaining a safe walkway, free of snow, ice, or other debris. **Keep in mind drivers are not allowed to enter a rider's residence or destination.**
- Drivers are not allowed to take reservations from riders.
- Please have the correct amount for your fare. Drivers don't carry change and are not able to make change.
- Children 5 and younger must ride in an age-appropriate car seat and be accompanied by an adult chaperone (18 years and older) or older sibling (with parental consent) who will not be charged for the ride.
- RMTD does not provide emergency transportation services. Our drivers are not paramedics. If you are experiencing a medical crisis, call 9-1-1.
- The maximum weight capacity of a lift on most RMTD vehicles is 1,000 pounds. This includes the passenger, any mobility aid, medical equipment, or personal items.

ROCKFORD ROUTE

Three (3) times a month, RMTD provides a route to Rockford for persons going to attend medical appointments or who would like to go shopping. These routes fill up quickly. Schedule your ride shortly after you make your doctor's appointment. Call our dispatch staff at (815) 288-2117 for more information. A list of trip dates to Rockford can be found under the "Local Travel" tab of our website, reaganmasstransit.org/local-travel/trips-to-rockford/.

Reminders for riders:

- Persons who need a ride to a medical appointment in Rockford are asked to schedule those appointments between the hours of 9:00 AM and Noon.
- Cost for rides is \$0.35/mile. Fares for seniors and disabled riders are capped at \$5.00 per ride one-way. \$10.00 round trip.
- Medical appointment rides are Medicaid-eligible. Certain restrictions may apply. Ask RMTD dispatch for additional information.
- Shopping bags are limited to four (4) per rider. A \$1.00 charge will be applied for each additional bag. **Drivers are not able to assist with riders' shopping bags.**

KISHWAUKEE COLLEGE & SAUK VALLEY COMMUNITY COLLEGE

With a limited budget, college students are taking advantage of the routes offered by RMTD, including two geared toward students attending Kishwaukee College and Sauk Valley Community College. Bus passes are available for purchase from the respective business offices of each school.

CHAPERONE / AIDE POLICY

Aides are required to assist nursing home passengers to and from the vehicle. If an aide is not able to assist the passenger on the day of a scheduled ride, transportation will be rescheduled. Aids are not required to pay a fee to ride. RMTD is a curb-to-curb service. If a passenger is not able to get on and off a vehicle by

themselves, an aide or chaperone can ride along to assist. There is no charge for the aide to ride. An adult chaperon (18 years and older) is required for children 5 years and younger. There is no charge for this aide.

SERVICE ANIMALS

Service animals are permitted on the vehicles. A service animal is any animal individually trained to work or perform tasks for an individual with a disability. Service animals are permitted to accompany their users. If you have a service animal that will accompany you, please let the dispatcher know when scheduling your ride. Appropriate documentation about the service animal will be requested by dispatch. All other pets transported on a RMTD vehicle will need to be crated.

PACKAGES

Reagan Mass Transit District is NOT responsible for any personal items or packages lost or stolen. Items must be secured while in transport. Drivers are not responsible for carrying packages for passengers. Please limit the number of bags, packages, and other carry-on items to a reasonable and manageable size and number. Limiting your carry-on items to 4 or less and under 20 pounds will ensure that there is plenty of room for you and other passengers. Persons with more than 4 bags will be charged a fee of \$1.00 per bag.

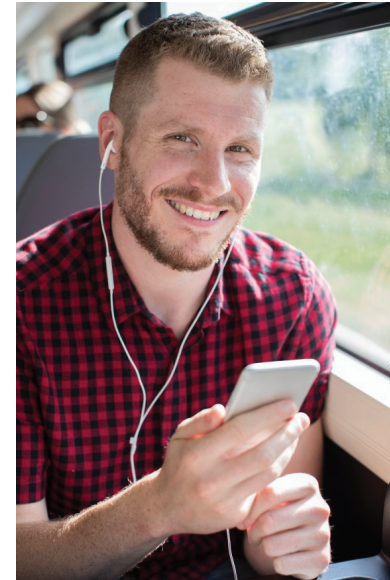
PASSENGER GUIDELINES

The goal of RMTD is to provide safe, efficient, and economical transportation for our passengers. Passengers are asked to observe the following guidelines. Failure to do so may result in suspension or termination from the program:

- All passengers are required to wear seat belts at all times unless a confirmed medical exception exists.
- All passengers must be capable of remaining seated while the vehicle is in motion.
- All electric/manual mobility devices are required to be secured by a Reagan Mass Transit District employee with proper

securement devices.

- Passengers cannot demand a change in the schedule or request to be picked up first or last.
- Drivers will not wait more than three (3) minutes for passengers to board.
- After three (3) "No-Shows" (calling for a rider and not being there) within a one (1) month period, a rider will be suspended for 30 days.
- Passengers are not allowed to ride for recreational purposes (example: riding around town to sightsee or riding along just to visit with other passengers).
- Physical or verbal abuse of the driver, dispatch, or other passengers (example: shoving, hitting, cursing, excessively loud conversation, etc.) will not be tolerated.
- Personal hygiene, which may be considered offensive to other passengers or drivers, will be discussed with the passenger privately.



PICK-UP AND RETURN RIDES

Riders should allow flexibility in pick-up times. Please be ready 20 minutes before your scheduled pick-up time. Riders who are prompt help us stay on time, which enables us to provide better and faster service. The day before your scheduled ride, you will receive a phone message (after 2:00 PM) to verify your ride. If you do not receive this call, please call dispatch to confirm your scheduled ride.

Pick-up and drop-off destinations for the passengers must have accommodations for the vehicle to park and remain within the vision of the driver. Upon arrival, the driver will honk (if necessary). If there is no response within 3 minutes from the scheduled pick-up time, the driver will leave and continue the route, and this will be considered a "No Show" (see "No Show

Policy"). Because the vehicles are routed prior to your pick-up time, we will not be able to return for you. **BE READY AND WATCHING FOR THE VEHICLE 20 MINUTES AHEAD OF YOUR SCHEDULED PICK-UP TIME.** Please call when you are ready for your return trip and we will dispatch the driver to pick you up.

CANCELLATIONS

If you decide your scheduled ride is no longer needed, please call at least 24 hours in advance to cancel. If you do not cancel your trip and you are not at your scheduled pick-up point, you will be considered a "No-Show."

Dispatch telephones are equipped with voicemail so you can leave a message before or after office hours. Your compliance is important in avoiding unnecessary trips, which cost time and are an inconvenience to other passengers. A cancellation may be considered a "No-Show." See "No-Show" policy.

NO-SHOW POLICY

Reagan Mass Transit District reserves the right to deny ridership if a passenger consistently misses scheduled rides. After three (3) "No-Shows: within a one (1) month period will result in a rider being suspended for 30 days. Riders will be notified of their suspension in writing via mail through the U.S. Postal Service.

PROHIBITED ACTIVITIES

- Eating
- Drinking (bottled water only)
- Smoking
- Standing
- Taking non-prescription drugs
- Riding while under the influence of alcohol or illegal drugs

- Use of tobacco products
- Possession of weapons
- Transportation of any hazardous substance (acids, gasoline, oil, etc.)
- Improper attire (no shirt, no shoes, etc.)
- Damaging or disfiguring the vehicles (exterior or interior)
- Removing any items from the vehicle not belonging to the passenger (fares, blankets, fire extinguisher, supplies, tools, etc.)

Any additional action by a passenger, which may endanger the safety of the passengers, driver, or vehicle itself, may be cause for disciplinary action or refusal of service. RMTD reserves the right to refuse transportation to persons violating the above guidelines. The Reagan Mass Transit District Grievance Policy and Disruptive/Abusive Passenger Policy will be adhered to.

INCIDENT REPORTING

Any Reagan Mass Transit District personnel experiencing or observing disruptive behavior will report the incident to their supervisor as soon as possible and complete an incident report.

SUSPENSION NOTIFICATIONS

The Director and/or the Assistant Director of RMTD will determine if the reported incident is considered disruptive behavior. If the incident is termed "disruptive," the following actions will take place:

- First Incident: Verbal Warning
- Second Incident: Written Warning
- Third Incident: 30-Day Suspension
- Fourth Incident: 60-Day Suspension
- Fifth Incident: Indefinite Suspension

WHEELCHAIR INFORMATION

According to the Americans with Disabilities Act (1990) —Part 37, Transportation Services for Individuals with Disabilities, 49CFR 37.3 — and for the purpose of this policy, a wheelchair is defined as a three-or-more wheeled mobility aid device, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. With respect to the size and weight of wheelchairs, RMTD will transport a wheelchair and its use, as long as the lift can accommodate the size and weight of the passenger and the wheelchair, (not to exceed 1000 lbs) and there is space for the wheelchair on the vehicle. However, RMTD is not required to carry a wheelchair if the lift or vehicle is unable to accommodate the wheelchair and its use, consistent with legitimate safety requirements according to the lift manufacturers.

For safety and liability reasons, Reagan Mass Transit District adheres to the following guidelines:

- Passengers utilizing a wheelchair will be allowed to transfer to a regular seat in the vehicle, provided the passenger requests to do so and is able to complete the transfer with no assistance from the driver.
- An individual who requires the use of a lift may not be refused the opportunity to disembark from a vehicle at any destination. Unless the lift cannot be operated securely, there is risk of equipment damage, or temporary conditions make disembarking unsafe for the passenger. In these cases, the passenger may be denied the opportunity to exit the vehicle.
- Riders must ensure that ramp and wheelchair paths from their residence are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.
- Drivers are not responsible for assisting wheelchair passengers up and down steps.
- All riders, including those in wheelchairs, must be properly secured in a safety belt, either the vehicle's belt or the safety belt attached to the passenger's chair.

PASSENGER COMMENT & COMPLAINT PROCEDURES

Reagan Mass Transit District is committed to being responsive to riders' needs and comments about the services of the system. We encourage comments and recommendations and/or complaints to the following:

Reagan Mass Transit District
210 East Progress Drive
Dixon, IL 61021
Phone: (888) 239-9228 or (815) 288-2117
TTY: (815) 288-9236
Fax: (815) 288-2114

Reagan Mass Transit District solicits input from its riders. Comments and complaints will be handled in a timely and efficient manner, in accordance with the Client Grievance Policy of Reagan Mass Transit District.

Riders with special needs or questions not addressed in the handbook may call (815) 288-2117 or (888) 239-9228 between the hours of 6:00 AM and 6:00 PM Monday through Friday. We will be happy to answer any questions.

Upon request, service information is available to the public in alternative formats. This passenger handbook may be amended at any time.

Thanks again for riding the Reagan Mass Transit District!



GREYHOUND CONNECT ROUTES

RMTD, Greyhound Lines, and the Illinois Department of Transportation have partnered to bring Intercity Bus Service to residents living along the I-88 and I-39 corridors.

Western Route Chicago—Davenport

The Greyhound Connect route along I-88 includes daily runs between Chicago and Davenport, Iowa twice daily. Stops along this route include the cities of Chicago, Naperville/Aurora, DeKalb, Rochelle, Dixon, Moline, and Davenport.

Southern Route Chicago—Danville

A second Greyhound Connect route runs along I-90, I-39, and I-74 and between Chicago and Danville, Illinois. This route has one round trip daily with stops in Chicago, Elgin, Rockford, Rochelle, Oglesby, Bloomington-Normal, Champaign-Urbana, and Danville.

For questions about these Greyhound Connect routes, station locations, and ticketing, please call the Greyhound Dixon Station at (815) 284-2117. Tickets can also be purchased via greyhound.com.

You can also learn more about these available Greyhound Connect routes by visiting the RMTD website: reaganmasstransit.org.



PUBLIC NOTICE REGARDING TITLE VI COMPLIANCE

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, the VI provides that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

RMTD is committed to ensuring that no person is excluded from participation in, or denied the benefits or services delivered by the County on the basis of race, color, or national origin, as protected by Title VI-related activities.

Persons who believe they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with RMTD. For more information on RMTD's civil rights program and procedures to file a complaint, visit reaganmasstransit.org/discrimination-policy.

Title VI Coordinator Contact Information

Reagan Mass Transit District
210 East Progress Drive
Dixon, IL 61021
Attention: Greg Gates, Director, (815) 288-2117



FARES, REAGAN MASS TRANSIT DISTRICT

The current fare schedule is listed below. Please have correct amount for your fare. Drivers don t carry change and will not be able to stop to make change. It is preferred that you pay for a single, one-way ride when you are picked up at your home. The return home portion is paid when you are picked up to go home.

PASSENGER	FARE In-town*	FARE Out-of-town*
5 years and younger**	\$1.00 (one-way) \$2.00 (round trip)	\$0.35/mile
6 to 59 years	\$2.00 (one-way) \$4.00 (round trip)	\$0.35/mile
60 years +	\$1.00 (one-way) \$2.00 (round trip)	\$0.35/mile***
Persons with disabilities	\$1.00 (one-way) \$2.00 (round trip)	\$0.35/mile***
Veterans	\$1.00 (one-way) \$2.00 (round trip)	\$0.35/mile***

** Passengers 5 years and younger require an adult chaperone or older sibling (with parental consent) as well as an age appropriate car seat. The chaperone will not be charged to ride with the child.

*** The fee of \$0.35/mile for persons 60 and older and those with a disability will be capped at \$5.00 per one-way. A \$10.00 cap for this population of riders applies for round-trips.