

PASSENGER HANDBOOK

Need a Ride?



Mission Statement

The Grundy Transit System enables our residents to live independently, participate in the community, contribute to society, and enjoy an enhanced quality of life.

The following information is made available to all passengers regarding policies and operations of the transportation system.

The Grundy Transit System provides transportation to all Grundy County residents of all ages. Children aged 5 and under ride free. All children aged 12 and under must be accompanied by an adult. Our goal is to provide public transportation service that is safe, dependable, economical and accessible to all Grundy County residents.

The following guidelines are designed to clarify the rights and responsibilities of the passengers, the drivers, and other employees. They are in place to promote safety, efficiency, and effectiveness in the Grundy Transit System.

What is the Grundy Transit System?

The Grundy Transit System is a demand-response public transportation service that provides reasonable accommodations. **GTS does not provide emergency transportation services.** Our drivers are not paramedics. Persons who are experiencing a medical crisis should call 911.

All drivers, employees, and passengers are required to follow these regulations **without exception.** At all times, we want you to know that you are a valued person as well as our customer.

Hours of Operation: Transportation is available Monday through Friday 6:00 a.m. to 6:00 p.m. with the first pick-up being at 6:00 a.m. and the last pick-up being at 5:30 p.m.

GTS will be closed on the following Holidays:

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|------------------------|------------------------------|
| New Year’s Day | Labor Day |
| Martin Luther King Day | Columbus Day |
| Presidents Day | Election Day (on even years) |
| Good Friday | Veteran’s Day |
| Memorial Day | Thanksgiving Day |
| Independence Day | The day after Thanksgiving |
| Labor Day | Christmas Day |

Service Area: The Grundy Transit System provides transportation service anywhere within Grundy County, including unincorporated areas. The towns within Grundy County are: Morris, Minooka, Gardner, Coal City, Diamond, Braceville, South Wilmington, East Brooklyn, Mazon, Kinsman, and Verona.

Service is also provided to specified areas in Joliet including the following destinations: Joliet Junior College, Louis Joliet Mall, Joliet Union Station, Presence Saint Joseph Medical Center, Illinois Department of Employment Services (Unemployment Office), Social Security Office, and Department of Human Services (DHS).

Fees: The fee for a one-way trip within Grundy County is \$3.00. A one-way trip outside of Grundy County (Joliet) is \$4.00. GTS accepts cash or check for payment. **Our drivers do not make change. Please have exact fare when boarding. Pre-payments will not be accepted.**

Returned Check Fee: You will be assessed a \$25.00 Non-Sufficient Fund (NSF) Fee for a returned check that must be paid at your next boarding, plus the amount that the check was written for, payable in cash only. We will no longer be able to accept checks from you.

To Schedule a Ride: Call the dispatch office Monday – Friday during the hours of 8:00 a.m. to 5:00 p.m. at **888-786-0862** (TTY Users dial 711). All requests for rides must be made **at least 1 business day in advance, preferably 2-3 days, and up to 90 days in advance.** Transportation is based on availability. **Drivers are not allowed to take reservations.** When calling dispatch, have the following information ready:

- Name, Address, and Phone Number
- Street Address of the Destination
- 1 or 2 -Way Trip
- Date of Appointment
- Time of Appointment

Same day trips may be possible, but should not be expected. It is always best to call in advance to schedule your ride. The Grundy Transit System will attempt to schedule rides when requested by passengers; however, you are encouraged to call as far ahead as possible for reservations. A requested pick-up or drop-off time may be adjusted by the dispatcher, if necessary, in order to maintain efficiency. The GTS requires a window of fifteen (15) minutes before and after the scheduled pick-up time to allow for adjustments or alterations of appointments.

Inclement Weather: In the event of inclement weather, the Grundy Transit System may suspend service until weather conditions improve. Tune into local media and our Facebook page for closure information.

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*. **Please let the dispatcher know when scheduling your ride, if you have a service animal.**

Travel Assistant: Passengers who require assistance using the Grundy Transit System may have a travel assistant accompany them on the bus. There will be no charge for the travel assistant to ride.

Packages: Riders are expected to carry their own bags and packages on the bus and off the bus, unless they are elderly or disabled. The Grundy Transit System is **NOT** responsible for any personal items or packages lost or stolen. All items must be secured while on the bus. 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 six (6) or less and under 20 pounds will ensure that there is plenty of room for you and other passengers.**

Tips and Gifts: GTS employees are prohibited from accepting tips and gifts or any other goods from passengers.

Escort Policy: The Grundy Transit System provides reasonable accommodations in service. Passengers are responsible for maintaining a safe walkway free of obstacles such as snow, ice, or debris, at their homes. Drivers may assist passengers to and from the vehicle when necessary. Drivers may assist a passenger from their home to the bus, but no driver is allowed to cross the threshold of one's residence or one's destination. The same holds true with regard to parcels, packages, grocery bags, etc. **The driver may not go inside.**

Mobility Device Information: Grundy Transit System vehicles are equipped with wheelchair lifts/ramps and wheelchair securement systems. Passengers needing mobility devices must provide their own. GTS complies with ADA guidelines in accommodating all “three or more wheeled devices” and mobility aids in common use, including segways and other scooter style devices. ADA defines a three or more wheeled device as one that does not exceed 30 inches in width, 48 inches in length, measures two inches above the ground, and does not weigh more than 600 pounds when occupied. If a mobility device is not within these guidelines GTS will not be able to accommodate the request for transportation. For safety and liability reasons, the Grundy Transit System adheres to the following guidelines:

- All mobility devices must be secured facing forward in the bus using securement devices.
- Electric wheelchairs/scooters and other electric assistive mobility devices must have the power turned off when secured.
- Drivers will permit passengers to use the lift or ramp to board or disembark the bus if they request it.
- If the lift cannot be operated securely, if there is a risk of equipment damage, or temporary conditions make disembarking unsafe for the passenger, the passenger may be denied to exit the vehicle at that time.
- Passengers utilizing a wheelchair can transfer to a regular seat in the vehicle, if the passenger requests to do so and is able to complete the transfer with no assistance from the driver.
- The passenger must make sure ramp and wheelchair paths are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.
- Drivers are not responsible for assisting passengers who use a wheelchair up and down steps.

Please note: the maximum capacity for the Grundy Transit System LIFT is 600 pounds. This includes the total weight of the passenger, any mobility aid, medical equipment or personal items.

ADA Reasonable Modification: GTS is committed to providing safe, reliable, courteous, accessible, and user-friendly services and to ensure services are accessible to individuals with disabilities. Whenever possible, a request for a reasonable modification or accommodation shall be filed and/or requested in advance by contacting the GTS Director.

Transit Director
Grundy Transit System
245 N. Rt. 47
Morris, IL 60450

Phone Number: 815-941-3060
Fax Number: 815-942-4290
Email: GTS@grundyco.org

Child Safety Restraints: Children under age four (4) and/or under forty (40) pounds must be properly secured in accordance with the manufacturer's instructions in a child restraint system that meets federal motor vehicle safety standards that the parents must provide.

Parents/guardians will be responsible for properly securing the child in the restraint system in a passenger seat.

Seatbelt Use: GTS requires that all passengers wear a seatbelt while riding the transit vehicle. If you should need assistance with your seatbelt, please notify your driver. To request a medical exemption from wearing your seatbelt you must obtain a letter from your physician stating that due to health reasons you are unable to wear a seat belt. **If you refuse to wear your seatbelt we cannot provide transportation for you.**

Pick-Up and Return Rides: Passengers must allow flexibility in pick-up times. The Grundy Transit System buses can arrive anywhere from 15 minutes before or 15 minutes after the scheduled pick-up time. **Please be ready 15 minutes before your scheduled time.** Passengers who are prompt help us to be on time, which enables us to provide better and faster service. 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.

Once the bus arrives to pick you up, **it will wait five (5) minutes after your scheduled pick-up time. After five minutes, if the rider has not boarded the bus, it will leave and the ride will be forfeited.** This will be considered a “No Show” (see “No Show Policy” below.)

Because the vehicles are scheduled prior to your pick up time, we will not be able to return for you if you miss your scheduled ride.

No Show Policy: The Grundy Transit System reserves the right to deny service if a passenger consistently misses scheduled rides. After 3 “No-Shows” within a 90 day period you will be suspended from riding for 30 days and you will receive written notification via the U.S. Postal Service, see “Suspension Notifications” for more information.

Cancellations: Cancellations should be made 24 hours in advance or as early as possible. Cancellations will be accepted up to one (1) hour prior to the scheduled pick-up time without penalty. If we do not receive at least a one hour advance notice, your trip will be considered a late cancellation and will be noted as such by the dispatcher in the passenger’s record. After 3 “Late Cancellations” within a 90 day period you will be suspended from riding for 30 days and you will receive written notification via the U.S. Postal Service, see “Suspension Notifications” for more information.

Policy for Disputing Specific No-Shows or Late Cancellations: Riders wishing to dispute specific no-shows or late cancellations must do so within 10 business days of receiving notification. Riders should contact the Transit Director at (815) 941-3060, Monday through Friday from 8:00 a.m. to 4:30 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Passenger Guidelines: Our goal is to provide safe, reliable, 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 must be capable of remaining seated while vehicle is in motion.
- Be prompt and ready when driver arrives.
- Passengers must be respectful of drivers.
- Passengers cannot demand a change in the schedule, or request to be picked up first or last.
- **Drivers will wait 5 minutes for passengers to board the bus, if the passenger has not boarded by then, the bus will leave.**

ABSOLUTELY NO:

- Eating
- Drinking (except for bottled water only)
- Smoking or use of tobacco products
- Standing
- Taking prescription or non-prescription drugs
- Riding while under the influence of alcohol or illegal drugs
- Possession of weapons
- Transportation of any hazardous substance (acids, gasoline, oil, fluids, etc.)
- Improper dress (example: no shirt, no shoes, etc.)
- Damaging or disfiguring the vehicles (exterior or interior)
- Removing any items from the vehicle not belonging to the passenger (example: fares, donations, blankets, fire extinguisher, supplies, tools, etc.)

Incident Reporting: Any Grundy Transit System personnel experiencing or observing disruptive behavior shall report such incident to their Supervisor as soon as possible following the incident. Physical or verbal abuse of GTS personnel or other passengers, including any physical contact (example: shoving, hitting, cursing, excessively loud conversation, etc.) will not be tolerated. Any 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. **The Grundy Transit System reserves the right to refuse transportation to persons violating the above guidelines. We will contact the appropriate authorities.**

Suspension Notifications: The Grundy Transit System shall determine if the reported incident is to be considered disruptive behavior. If the incident in question is deemed disruptive, the following action will take place:

- First Incident:** 30-day suspension
- Second Incident:** 60-day suspension
- Third Incident:** 6 months

Policy for Appealing Restrictions or Suspensions: Riders wishing to appeal restrictions or suspensions under this policy have the right to file an appeal request, which must be in writing by letter to the Transit Director at the following address:

Grundy Transit System
Attn: Transit Director
245 N. Rt. 47
Morris Illinois, 60450

Riders must submit written appeal requests within 10 business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from the Grundy Transit System on the date listed on the suspension notice. Riders will be notified of appeal decisions in writing within 30 days of the date that the appeal was received.

Passenger Comments and Complaints Procedure: The Grundy Transit System is committed to being responsive to passenger issues with our services. We encourage your comments and recommendations. Please make all recommendations and/or complaints to the following address:

**Grundy Transit System
Attn: Transit Director
245 N. Rt. 47
Morris, IL 60450**

**Phone Number: 815-941-3060
Fax Number: 815-942-4290
Email: GTS@grundyco.org**

All comments and complaints will be handled in a timely and efficient manner.

Anyone with special needs or questions not addressed in this handbook may call 815-941-3060 between the hours of 8:00 A.M. to 4:00 P.M. Monday through Friday. We will be happy to answer any questions.

Upon request, this service information is available to the public in alternative formats.

The Grundy Transit System reserves the right to make changes to policies and procedures at any time without notice.
Handbook revised on 8/21/2018.

Thank you for choosing GTS for your transportation needs!

NOTES:



Need a Ride?

Please Call

888-786-0862

Check us out on the web at
<https://www.grundyco.org/transit/>



Or visit us on Facebook, search Grundy Transit System.