



MSW Projects of Henry Marshall - Stark Public Transportation Passenger Handbook

MSW Projects of Henry is the operator of public transportation to the general public who reside in, or are traveling to, Marshall or Stark County. MSW Projects' goal is to provide safe and efficient public transportation to our passengers. The following information is designed to clarify expectations of MSW Projects passengers, drivers, and other employees to promote safety, efficiency, and effectiveness.

The following policies are set in order to meet our goals, and must be adhered to by our passengers and employees. If there are any questions or conflicts with policies, please contact us.

*** MSW Projects of Henry reserves the right to make changes to this procedure without notice.**

PASSENGER BILL OF RIGHTS

As a MSW Projects passenger, you are entitled to:

- Safe, reliable and courteous transportation
- A clean, comfortable, well-maintained vehicle that meets Illinois safety requirements and vehicle inspection requirements
- A licensed, fully trained driver
- Compliance with all vehicle and traffic laws and regulations
- Safe, orderly procedures for loading and unloading passengers
- Fair and reasonable rates
- Diligent investigation and timely redress of complaints

MSW Projects does not discriminate in admission to programs, activities, or treatment of employment in compliance with the Illinois Human Rights Act; the U.S. Civil Rights Act; Section 504 of the Rehabilitation Act; the Age Discrimination in Employment Act; and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint. This document is available in alternative formats. To file a complaint or concern, please call MSW Projects at 309-364-2287 or fill out a grievance form and mail to MSW Projects of Henry, P.O. Box 140, Henry, IL 61537. Grievance form and procedures is attached to this handbook. You may also file a complaint with the IL State Attorney General's Office at 1-800-243-0618 or, if you are over 60 years of age, with the IL Department of Aging at 1-800-252-8966.

MSW Projects Office Hours
Monday - Friday, 8:00am - 4:00pm

Description of Service

- MSW Projects provides **door to door NON-EMERGENCY** public transportation. Door to door service means the MSW Projects driver will assure that any passenger will be picked up at their door and dropped off at the destination's door. The driver is available to assist passengers if needed, but will NOT go beyond the threshold of a passenger's residence. Drivers will NOT go beyond the lobby of buildings such as office or medical buildings. Drivers will NOT be responsible for checking/signing persons in or out of any facility. Passengers must be eighteen (18) years of age to ride MSW Projects vehicle without adult supervision.

***Please note, MSW Projects does NOT provide EMERGENCY medical transportation service as our drivers are not paramedics.**

- Service to persons using respirators or portable oxygen will not be denied, however, MSW Projects requires all apparatus to be secured at all times while the vehicle is in motion. The driver may assist to ensure the securement of the device.
- MSW Projects does not charge a fare for an escort/Personal Care Attendant (PCA) to accompany a passenger. Escorts/PCA are to assist the passenger with special needs. Escorts can help the passenger carry packages and escort them safely through the door of their home or destination.

Companion riders can accompany a passenger; however, they will be charged a fare for the trip if under age 60. MSW Projects requests notification if an escort/PCA or companion rider will be accompanying the passenger to ensure a seat is available for them.

- Adequate time will be given for individuals with disabilities to board or disembark the vehicle. The driver or passenger escort will be available to offer assistance to passengers as needed or requested.
- Driveways, walkways, and ramps should be clear and safe for use.

Days and Hours of Transportation Service

Monday - Friday, 7:30am - 4:30pm. No service is available Saturday or Sunday.

Closures - Inclement Weather

MSW Projects vehicle will not operate when the local schools close due to inclement weather. Notification of our closing will be posted on the local TV stations: WHOI 19, WEEK 25, and WMBD 31. The closing will be MSW Projects. Closings will also be reported on the MSW Projects Facebook page. If the schools are not closed, but the weather turns inclement during operating hours the Executive Director may direct the drivers to return the passenger or passengers to their residence before completing all of the requested stops unless the stop is a necessity.

Holiday Closures

MSW Projects offices along with transportation services will be closed on the following holidays:

- * New Year's Day
- * Independence Day
- * Thanksgiving Day
- * Christmas Eve
- * Memorial Day
- * Labor Day
- * The day after Thanksgiving Day
- * Christmas Day

Reservation Procedure

Passengers are encouraged to call (309) 364-2287 to make a reservation two (2) weeks before transportation is needed or as far ahead as possible for reservations. MSW Projects attempts to schedule your ride when you request.

When making a reservation please provide the following information:

- * Date and appointment time along with other stops needed, if applicable
- * Full address of destination or destinations
- * If you use a wheelchair or mobility device so the appropriate vehicle can be reserved.
- * If an escort or companion rider will be accompanying you
- * If you are under the age of 60 so the appropriate fare will be charged.
- * Your pick-up address and contact number

**Please note for safety reasons residents of any senior living facility require a family member or senior living facility staff member to make their reservation. If a family member makes the reservation - a staff member from the senior living facility will need to confirm the appointment and inform if an escort/PCA or companion rider will be accompanying the individual.

The scheduler will provide you with a pick up time. Passengers are encouraged to be ready 15 minutes prior to their pick up time to allow for adjustments or alterations of routes due to road conditions or construction.

It is very important when making your reservation to inform the scheduler of ALL the destinations you will be needing transportation to so all of your transportation needs and the transportation needs of other passengers can be met.

Fares

Fares and donations are collected by the driver at the time of the trip. Passengers are required to pay with correct change upon boarding the vehicle. All fares are for round trip service.

Aged 60 & older: Voluntary donation

Under age 60:

- Regular scheduled van: \$10
- Regular scheduled Stark van to Kewanee: \$6

Individual Transports:

- Local (within your community): \$3
- In-County (within your county): \$5
- County to County (trips under 15 miles one way, ex. Marshall County to Chillicothe or Minonk, or Stark to Kewanee): \$6
- Transports over 15 miles one way: \$15

Children under the age of 18 years old ride for free with an adult.

Cancellation Procedure

In an effort to coordinate and distribute service to the greatest number of people in our service area, the following procedures are in effect:

MSW Projects encourages and appreciates patrons who cancel in a timely manner. Cancellations should be made as early as possible to allow other passengers the opportunity to schedule into that time slot. Cancellations can be made by calling 309-364-2287 anytime as an answering machine is available and checked daily.

Animal Transportation Procedure

Service animals are allowed on MSW Projects' vehicles. The passenger utilizing the service animal will be responsible for the conduct of the animal. The driver will ensure there is adequate space on the vehicle for the service animal to be near the owner which will be out of the aisle.

Pets of reasonable size and nature must be in a carrier to be allowed on the vehicle. When making your reservation, please notify the scheduler. Any animal including a service animal will be excluded from transportation when the animal's behavior poses a direct threat to the health or safety of others or is uncontrollable. (The service animal will not be excluded for barking.)



Wheelchair/Lift Information

MSW Projects' buses are equipped with wheelchair lifts and wheelchair securements. The drivers are properly trained in the use of all lift, ramp, and securement equipment. MSW Projects complies with ADA guidelines in accommodating mobility aides in common use. Wheelchairs are defined to include three or more wheeled scooters and other non-traditional designs that fit within these standards.

For safety and liability reasons, MSW Projects adheres to the following guidelines:

- * MSW Projects' driver will not ask a passenger to transfer out of a wheelchair into another seat. Passengers have the opportunity to transfer to a regular seat, but the driver will not assist with this transfer. The passenger must have an escort/PCA who will assist with the transfer to a regular seat.
- * The passenger must ensure ramps and wheelchair paths are properly cleared of snow, ice, parked cars, trash, or other obstructions.
- * A passenger who uses a lift will not be refused to disembark at the location of their choosing unless the lift/ramp cannot be deployed safely in that location. The driver will determine the closest safe location for the lift to be deployed.

Packages

- * Drivers are NOT responsible for your personal items or packages. MSW Projects assumes no responsibility for damage, breakage, or loss of parcels.
- * If requested, drivers can assist with carrying packages on/off the vehicle. Drivers can carry packages to your door, but CANNOT take them beyond this point as drivers are NOT allowed to enter a residence at any time.
- * **All packages and carry on items must be stored on the passenger's lap, seat, on the floor either under the passenger's seat, or between the passenger's legs. Packages cannot block windows or emergency exits, and must be clear of the aisle.** An overload of items becomes a safety issue, not only for you but for other riders. Larger packages may be allowed if the passenger notifies MSW Projects when making the reservation or before the pick-up time to ensure there is plenty of room for riders and safety issues.
- * Garbage of any kind will not be allowed on any of the MSW Projects' vehicles.

Passenger Conduct

MSW Projects requires all passengers to be courteous and considerate of other passengers and the driver. Instructions from the driver are to be followed by all passengers. Behavior that may affect the safety of other passengers/drivers, or others will not be tolerated. A case-by-case ruling will decide the continuation of transportation service of such persons.

The following inappropriate behavior will result in immediate suspension resulting in suspension of transportation services indefinitely. The driver may eject the passenger at the nearest safe location.

- The passenger poses a threat to the safety of themselves, other passengers or the driver
- Carrying of any weapons
- Possession of illegal drugs or substances or having open containers of alcohol on the vehicle.
- Being intoxicated
- Transportation of hazardous substances (acids, gasoline, etc) is prohibited
- Inappropriate behavior that may affect the safety of other passengers/drivers, or others will not be tolerated.

Inappropriate behavior includes, but is not limited to:

- Eating or drinking (except for water) in vehicle
- Use of tobacco products, any lighted, smoldering, or electric pipe or cigarette, or vaping device
- Damaging or disfiguring the vehicles (interior or exterior)
- Foul language
- Disruptive behavior, horseplay or fighting
- Harassment of other passengers or the driver
- Improper dress (no shirt, no shoes, etc.)
- Ignoring or not following policies such as package allotment

In addition:

Personal grooming habits, which are consistently offensive to a majority of other passengers, will be discussed with the passenger privately, and may be cause for further action.

Inappropriate behavior will result in a written warning issued by MSW Projects to the passenger which will include instructions and a form for a timely appeal.

- First written warning will result in notification of Inappropriate Behavior.
- Two written warnings will result in a 2 week (10 days) suspension of service.
- Third written warning will result in a one month (30 days) suspension of service.
- Fourth written warning will result in a six month suspension of service.

MSW Projects request that all passengers be seated while vehicles are in motion and utilize seat belts. Safety seats are required for children who are under 8 years old or 80 pounds as stipulated in Illinois State law. Safety seats must be provided by the parent/guardian of the child.

MSW Projects reserves the right to refuse service to any individual violating these procedures.

Passenger Comment and Complaint Procedures

It is the policy of MSW Projects to provide equal services, and opportunity to all persons. No person is to be discriminated against because of race, religion, sex, marital status, national origin, disability, sexual orientation, gender identity, veteran status, or any other basis prohibited by law.

If you feel you that you have been discriminated against, you may file a Title VI Complaint with MSW Projects at (309) 364-2287. You may also file a complaint with the IL State Attorney General's Office at 1-800-243-0618 or, if you are over 60 years of age, with the IL Department of Aging at 1-800-252-8966.

MSW Projects is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Please make all recommendations and or complaints to the following address:

MSW Projects, Attn: Transportation Manager, P.O. Box 140, Henry, IL 61537

MSW Projects solicits input from our passengers. All comments and complaints will be handled in a timely and efficient manner.

MSW Projects Responsibilities

MSW Projects is responsible for providing clean, reliable, safe, and efficient service to our passengers. MSW Projects is not responsible for any articles left on vehicles, however, MSW Projects maintains a lost and found in which individuals may call our office regarding these items.

MSW Projects is responsible for abiding the procedures details in other sections of this service procedure.

MSW Projects has insurance coverage that complies with legally mandated minimums.

MSW Projects complies with applicable local, State and Federal guidelines.

MSW Projects maintains a drug and alcohol free workplace.

MSW Projects, through its association with the Illinois Department of Transportation, has stringent guidelines for maintaining our vehicles. MSW Projects is committed to keeping our vehicles clean, and properly maintained, and in safe working order.

This document is available in alternative format upon request: (large print, computer disc, or audio).

MSW Projects of Henry, Illinois
Marshall-Stark Public Transportation

Passenger Handbook

Updated:

June 1, 2019

Implemented: July 1, 2019

This document was reviewed and approved at MSW Projects of Henry, Illinois
_____ Board meeting.

MSW Projects of Henry, Illinois Board President

