



Riders' Guide

April 2020

Welcome

Thank you for riding with Bureau-Putnam Area Rural Transit, otherwise known as BPART, the public transportation service in Bureau and Putnam Counties in north central Illinois. All trips must begin or end in Bureau or Putnam County within BPART operating hours.

Hours of operation are Monday through Saturday from 6:00 a.m. until 9:00 p.m. BPART operates as a demand response service which means that rides must be scheduled through our dispatch center 24 hours in advance. The cut-off for rides is 12:00 p.m., Monday through Friday. All rides must be scheduled through a dispatcher; voice mails, emails or messages through our website or Facebook page are not accepted.

As a rider, you are entitled to:

- Safe, reliable, and courteous transportation
- A clean and well-maintained vehicle that meets IDOT safety guidelines
- A licensed and fully trained driver
- Compliance with all vehicle and traffic laws and regulations
- Fair and reasonable transit fares
- Diligent and timely investigation of complaints

Please review our rider guide and let us know if you have any questions.

Thank you for choosing BPART!

Hours of Operation

Rides are available Monday through Saturday between the hours of 6:00 a.m. and 9:00 p.m., except these observed holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Severe Weather Policy

In case of inclement weather, BPART may limit hours of operation, routes available, or cancel services completely. When possible, dispatch personnel will contact riders to cancel. Any changes will also be posted on the BPART Facebook page and website.

Passengers are responsible for snow removal to make their residences accessible for BPART. Drivers are not allowed to assist passengers through snow or ice that has not been shoveled. If a passenger schedules a ride knowing that a path has not been cleared, upon their arrival the driver will consider the trip a "no show."

Scheduling a Ride

Rides can be scheduled between the hours of 6:00 a.m. and 9:00 p.m., Monday through Saturday. Requests for rides are required 24 hours in advance and before 12:00 p.m. the business day before your ride is needed. When possible, please schedule in advance, especially if your ride is for an out of area trip (i.e. Peoria, Ottawa). Our dispatchers can be reached at (877) 874-8813. Rides are based on space and vehicle availability.

When calling to arrange a ride for yourself or someone else, please be prepared to give the following information:

- Your name and address
- Whether this is a single trip or multiple trips needed
- Your phone number and an emergency contact number
- Date and time ride needed
- Address of your destination
- If you will have an escort/aide with you
- Additional information will be requested if your ride is to a medical appointment so we can ensure accurate billing to Medicaid or the appropriate management care organization (MCO).

Additional Important Information

- Riders are responsible for maintaining a safe walkway free of snow, ice, or other debris.
- Drivers are not allowed to enter a rider's residence or destination.
- Drivers cannot take reservations from riders.
- Please have the correct fare amount. Drivers do not carry change and cannot accept tips; any amount in excess of the fare amount will be considered a donation.
- BPART does not provide emergency transportation services. Our drivers are not paramedics. If you are experiencing a medical emergency, please call 911.

- The maximum weight capacity of a lift on most vehicles is 1,000 pounds including the passenger, any mobility aid, medical equipment, or personal items.

Chaperone/Aide Policy

Aides are required to assist nursing home passengers to and from the vehicle. If an aide is not able to assist on the day of a scheduled ride, the ride will be canceled. Aides are not required to pay a fee to ride. BPART is a curb to curb service. If a rider is not able to enter/exit the vehicle alone, an aide can ride along to assist. An adult chaperone is required for children 12 and younger.

Service Animals

Service animals are allowed on BPART vehicles in compliance with ADA regulations. A service animal is any animal individually trained to work or perform tasks for an individual with a disability. The service animal must remain under the control of the rider and not present an immediate danger to the driver or riders. If you have a service animal that will accompany you, please let the dispatcher know when scheduling your ride. A driver can ask, "Is this a service animal?" and "What service has this animal been trained to perform?" Comfort animals and pets are not allowed.

Packages or Carry-Ons

BPART is not responsible for any personal items or packages that are lost or stolen. Items must be secured during transport. Drivers are not responsible for carrying packages for passengers. We ask that you limit bags and other items to a manageable size and number to ensure plenty of room for you and other passengers. Medical oxygen may be transported with a rider but must be secured and cannot be placed in an aisle for safety purposes.

Rider Guidelines

Please be aware of the following guidelines and general information about BPART.

- Passengers are always required to wear a seat belt unless a letter from a rider's physician states otherwise. A copy of this letter will be maintained on file.

- For liability reasons, seat belts will remain on while the vehicle is in motion and for the duration of the ride. Upon request and permission, a driver may assist a rider in securing a seat belt.
- By law, safety seats are required for children under the age of 8. Seats must be provided by the parent/guardian.
- All electric/manual mobility aids are required to be secured by a BPART employee with proper devices.
- Passengers cannot demand a change in the schedule or request to be picked up first or last. Riders also are not to ask the driver to stop along the way to a scheduled destination.
- Drivers will only wait for 5 minutes past the scheduled pick-up time for riders to board.
- Passengers are not allowed to ride for recreational purposes (i.e. sightseeing, visiting with other riders).
- No rider shall play any radio, etc. unless it is played through an earphone or headset device, so it is inaudible to other passengers and the driver.
- Riders shall be considerate of all other passengers.
- No rider shall occupy more than 1 seat.
- While it is not BPART's objective to enforce personal hygiene standards on the public, any body odor that is deemed to be offensive or causes others to complain or vacate their space will be addressed with the offending individual.

There is NO:

- Eating
- Drinking (bottled water is allowed)
- Smoking
- Standing
- Taking non-prescription drugs
- Riding under the influence of illegal drugs or alcohol
- Use of tobacco products (including vaping devices)
- Possession of weapons (firearms, knives, etc.)
- Transportation of any hazardous substances (gasoline, oil, acids, etc.)

- Improper dress (i.e. no shirt, no shoes)
- Damaging or defacing vehicles, interior or exterior
- Removing items from the vehicle not belonging to the rider

Incident Reporting

BPART drivers who experience or observe disruptive or illegal behavior will report such incident to the supervisor as soon as possible and will complete an incident report.

BPART may refuse service and/or contact local police for instances when a passenger engages in violence, is a danger to himself/herself or others, is seriously disruptive or is engaged in illegal activities.

Mobility Assistance

With respect to the size and weight of a wheelchair, BPART will transport a wheelchair and its user as long as the lift can accommodate the size and weight of both and there is space on the vehicle, consistent with safety requirements according to the lift manufacturer.

For safety and liability purposes, BPART follows these guidelines:

- Passengers using a wheelchair can transfer to a seat in the vehicle if they request to do so and can transfer with no assistance from the driver.
- An individual who requires the lift may not be refused the opportunity to unload from the vehicle at any destination unless there is risk of equipment damage or temporary conditions making the unloading unsafe. Only in these situations will the passenger be denied the opportunity to exit the vehicle.
- Riders must ensure that the ramp and paths from their residence are properly paved and cleared of snow, ice, parked cars, trash, or other obstructions.
- BPART drivers are not responsible for assisting wheelchair passengers up and down steps.

Pick-Up/Return Rides

Riders can expect transportation to arrive 15 minutes before or 15 minutes after the scheduled pick-up time. The driver is required to wait 5 minutes past the scheduled pick-up time before departing. If a rider does not acknowledge their waiting ride, the driver will leave, and it will be considered a "no show." Please be prompt and help us

stay on schedule. On the day before the scheduled ride, you will receive a recorded message to verify your ride. If you do not receive a call, please contact us at (877) 874-8813 to confirm.

Cancellations

If your ride is no longer needed, please contact us as soon as possible but at least 1 hour in advance of the scheduled ride. If you do not cancel your ride, you will be considered a "no show." Our dispatch office has voice mail to leave a message before or after office hours, if needed.

No Show Policy

BPART reserves the right to deny rides if a passenger consistently misses scheduled trips. Riders will be billed **\$5.00** for the missed trip. If a rider has two no shows in a 30-day period, riding privileges will be suspended for 30 days.

Comment and Complaint Procedure

BPART is committed to being responsive to riders' needs. We encourage comments and recommendations. Please address all recommendations and/or complaints as follows:

Director of BPART
c/o of Gateway Services
PO Box 535
Princeton, IL 61356
Phone: (877) 874-8813 Ext. 100
Fax: (815) 875-8602

Riders with needs or questions not addressed in this handbook may call (877) 874-8813 between the hours of 6 a.m. and 9 p.m. Monday through Saturday. We will be happy to answer any questions. In the event you are not able to reach us, kindly leave contact information and we will return your call on the next business day.

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

This handbook may be amended at any time.

Fares

The current fare schedule is listed below. All prices are one-way unless otherwise noted.

In town	\$ 2.50
In service area	\$ 4.00
Bureau/Putnam County to other counties	\$ 4.50
IVCC (student rate)	\$ 4.00
Peoria and Ottawa	\$10.00

Peoria trips are the 1st and 3rd Thursdays of each month.
Ottawa trips are the 3rd Monday of each month.
Appointments must be made between the hours of 9 a.m. and 12 p.m.

Punch cards are available. Ask dispatch for details.

A suggested donation is recommended at the standard rate for riders age 60 or older.

Public Notice Regarding Title VI Compliance

BPART hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally-assisted programs require that no person in the United States of America shall on the grounds of race, color, or national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program or activity receiving Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discretionary practice regarding BPART's programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to BPART's Title VI Coordinator within sixty (60) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

Director of Transportation
Gateway Services
406 S. Gosse Blvd., PO Box 535
Princeton, IL 61356

If this information is needed in another language, please contact us.

Contact Information



Physical Address:

526 Bureau Valley Pkwy., Ste. B
Princeton, IL 61356
(877) 874-8813
www.ridebpart.org

Mailing Address:

PO Box 535
Princeton, IL 61356

Our Partners

Gateway Services, Inc. is proud to serve as the administrator of the BPART program, under the overall direction of the Bureau County Board. Partners include Bureau County Senior Citizens Association in Princeton, Putnam County Senior Center in Standard, and St. Margaret's Hospital in Spring Valley. Each partner employs their own drivers to transport riders safely to and from their destinations. Dispatch is operated under the direction of Gateway Services but works in close partnership with the other partners.



**Bureau County
Senior Citizens Association**

Bureau County Senior Citizens Association
16 W. Marion St.
Princeton, IL 61356
(815) 879-3981
www.bcseniorcenter.com



Putnam County Community Center
128 First St., PO Box 208
Standard, IL 61363
(815) 339-2711
www.pcaservices.org



St. Margaret's Health

SMP Health System

St. Margaret's Hospital
600 E. First St.
Spring Valley, IL 61362
(815) 664-5311
www.aboutsmh.org