

PASSENGER HANDBOOK

Need a Ride?



Getting You Where You Need to Go!

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. Alternative formats are available on request.

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. People 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.

GTS will be closed on the following Holidays:

- | | |
|------------------------------|------------------------------|
| New Year’s Day | Columbus Day |
| Martin Luther King Day | Election Day (on even years) |
| Presidents Day | Veteran’s Day |
| Spring Holiday (Good Friday) | Thanksgiving Day |
| Memorial Day | The Day after Thanksgiving |
| Independence Day | Christmas Day |
| Labor 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 (Both Downtown and West Side Campuses), University of St. Francis, Louis Joliet Mall, Joliet Union Station, Ascension Saint Joseph Hospital, 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 \$4.00. A one-way trip outside of Grundy County (Joliet) is \$6.00. GTS accepts cash or check for payment. **Our drivers do not provide change. Please have exact change 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: Transportation is based on availability. 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 2-3 business days in advance.** Same day service may be provided based on availability. **Drivers are not allowed to make reservations or to make changes to your scheduled ride.** When calling dispatch, have the following information ready:

- Name, Address, and Phone Number
- Street Address of the Destination
- One-Way Trip or Round Trip
- Date of Appointment, if applicable
- Time of Appointment, if applicable

Same day trips may sometimes 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 to ensure that you get the time you need. A requested pick-up or drop-off time may be adjusted by the dispatcher, if necessary, 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 cancel service, delay service, or suspend service until weather conditions improve. Tune in to local media and our Facebook page for closure information.

Service Animals: Service Animals are permitted on 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. Please let the dispatcher know when scheduling your 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. **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, but no driver is allowed to cross the threshold of one's residence or one's destination. The same holds true regarding parcels, packages, grocery bags, etc. **The driver may not go inside.**

Mobility Device Information: The Grundy Transit System is committed to ensuring safe, efficient, effective, and accessible transportation for persons with disabilities, as provided by the ADA and related DOT regulations (both as amended) and will abide by the following. The Grundy Transit System will transport any mobility device and its user, if the lift can accommodate the size and weight of the passenger and the mobility device, and there is space for the mobility device in the vehicle. However, the Grundy Transit System 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 according to the lift manufacturers. For safety and liability reasons, the Grundy Transit System adheres to the following guidelines.

- Vehicles will be lift equipped and have securement systems for mobility devices.
- We do not require a wheelchair user to transfer to another seat.
- GTS staff will aid upon request or as necessary with lifts, ramps, and securement systems.
- Persons with disabilities who do not use wheelchairs will be permitted to use the vehicle lifts or ramps upon request.
- Electric wheelchairs/scooters and other electric assistive mobility devices must have the power turned off when secured.
- 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 the opportunity 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 the ramp and wheelchair paths are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.

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. Illinois Route 47
Morris, IL 60450

Phone Number: 815-941-3060
Fax Number: 815-942-4290
Email: GTS@grundycountyil.gov

Child Safety Restraints: Children under the age of eight (8) 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 (car seat or booster seat) 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.

Pick-Up and Return Rides: Passengers who are prompt help us to be on time, which enables us to provide better and faster service. **The bus will wait five (5) minutes after your scheduled pick-up time. After five minutes, if the rider has not boarded the bus, the bus 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: When a GTS driver arrives at a rider’s scheduled pick-up location and the rider either is not present or comes out and forgoes their ride, this will be considered a “No-Show” ride. After 3 “No-Shows” within a 30-day period GTS reserves the right to suspend the rider for up to 30 days. You will receive written notification via the U.S. Postal Service, see “Suspension Notifications” for more information.

Cancellations: If you need to cancel a ride, you are encouraged to do so as soon as possible, but no less than one (1) hour prior to pick-up time. A ride cancelled with less than one (1) hour notification will be considered a “no show.” For No Show Policy details, see above.

Policy for Disputing Specific No-Shows or Late Cancellations: Riders wishing to dispute specific no-shows must do so within 10 business days of receiving notification. Riders should contact the Transit Director at (815) 941-6769, Monday through Friday from 8:00 a.m. to 4:00 p.m. to explain the circumstance and request the removal of the no-show.

Incident Reporting: Any Grundy Transit System personnel or rider experiencing or observing disruptive behavior shall report such incident to the Transit Director as soon as possible following the incident. **Service denials are limited to situations where a passenger has engaged in violent, illegal, or seriously disruptive behavior or poses a direct safety threat to others. If the incident in question is deemed to be as explained above, you will be suspended for 30 days.** The Grundy Transit System reserves the right to refuse transportation to persons violating the above guidelines. We will contact the appropriate authorities.

Passenger Guidelines: Our goal is to provide safe, reliable, and economical transportation for our passengers. Passengers are asked to observe the following guidelines.

- All passengers must be capable of remaining seated while the vehicle is in motion.
- Be prompt and ready when the 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.
- Take what you brought with you. Clean up after yourself; do not litter or leave behind any belongings.
- **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 non-prescription drugs
- Riding while under the influence of alcohol or illegal drugs
- Possession of weapons; firearms, knives, etc.
- 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.)

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. Illinois Route 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.

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

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

Phone Number: 815-941-3060
Fax Number: 815-942-4290
Email: GTS@grundycountyil.gov

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. Illinois Route 47
Morris, IL 60450

Phone Number: 815-941-3060
Fax Number: 815-942-4290
Email: GTS@grundycountyil.gov

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.

The Grundy Transit System reserves the right to make changes to policies and procedures at any time without notice.

Handbook revised on 5/24/2023.

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.grundycountyil.gov/transit/>



Or visit us on Facebook, search Grundy Transit System.