



SUBJECT: Accessibility to Quincy Transit Lines Services

FUNCTION: Community Service

DATE ISSUED: December 2, 2003

- I. Purpose: The Quincy Transit Lines provides transportation to meet the needs of the community, especially the elderly and persons with disabilities. The purpose of the Quincy Para transit Service is to provide transportation to persons with disabilities that cannot use the regular fixed route service due to those disabilities. The Para transit Service is not intended to be a substitute for available medical services.
- II. Policy: Safe and accessible door-to-door transportation will be provided to riders in our community.
- III. Special Instructions for Paratransit Services:
 1. At least ten (10) days prior to using paratransit services, all passengers must complete an application form and be approved before steady use is available.
 2. If a person is hearing impaired, he/she may call the Illinois Relay Service. TTY Dial is 1-800-526-0844 and Voice User Dial is 1-800-526-0857.
 3. If a person's doctor appointment is not over prior to QTL's paratransit service ending, the rider may need to seek other means of transportation to go home. Paratransit service ends at 6:30 p.m.
 4. No packages allowed unless passenger is able to carry on and hold on his/her lap.
 5. QTL provides door-to-door service and drivers will not enter homes or private residences to get passengers.
 6. A passenger may have a personal care attendant travel with them at no charge. The personal care attendant must be able to assist and care for the passenger.
 7. A passenger may have a companion rider travel with him/her. The companion rider must be scheduled at time of reservation and must pay the \$1.00 fare.
 8. Drivers will not handle wheelchairs that have to be maneuvered over more than one step in height from the home or business.
 9. No medical apparatus. (Except oxygen supplies or respirators that can be secured.) **No gurneys.**
 10. Any passenger being transported from hospital or nursing home will be fully clothed before leaving said premises.
 11. All passengers should be ready within five (5) minutes after arrival of bus. (After 5-minutes the bus may leave.)
 12. A 24-hour advance notice of bookings is requested but not mandatory.



13. The service area is limited to the City limits and up to $\frac{3}{4}$ of a mile outside the fixed route service.
14. Passengers will not be transported on the paratransit service in lieu of a more appropriate ambulance service.
15. Medical emergency calls that come in will be denied. Qualified medical personnel, not transit drivers, should handle emergency calls.
16. All paratransit passengers are required to wear seat belts unless a qualified physician grants written release. If a passenger refuses to wear a seat belt, he/she will be transported. However, if the individual is not able to remain in the wheelchair while traveling, a seat belt will be used or the rider must provide a personal attendant. The fixed route vehicles are not equipped with passenger seat belts.
17. Passengers wanting to change destination must have prior approval of the Quincy Transit Office.
18. Any animal riding on a paratransit bus must be contained in an approved carrier. (Except service animals.)
19. No tipping of bus driver is permitted.
20. Wheelchair Defined: Wheelchair means a mobility aid belonging to any class of three -or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.
21. The fee is \$1.00 ONE WAY.

IV. Procedure:

A. Lift and Securement Use:

1. All wheelchairs will be secured according to manufacturer's guidelines using the tie down devices kept in the vehicle.
2. QTL will not ask a wheelchair user to transfer out of the wheelchair into another seat.
3. Staff will provide assistance upon request or as necessary with lifts, ramps and securing systems. A rider who is not in a wheelchair may use the lift if they are unable to enter the vehicle by the stairs with the driver's assistance.

B. Service Animals:

Service animals are permitted to accompany individuals with disabilities.

C. Service to Persons using Respirators or Portable Oxygen:

Service to persons using respirators or portable oxygen will not be denied. In addition, the respirator or portable oxygen must be attached to the wheelchair or held by the wheelchair occupant.

D. Lift Deployment at Designated Stops:

QTL will not refuse to disembark an individual that uses a lift at any designated stop, unless the lift cannot be deployed, the lift will be damaged if deployed or temporary conditions preclude the safe use of the stop by all passengers.



E. Boarding/Disembarking:

Adequate time will be given for individuals with disabilities to board or disembark the vehicle.

F. Inoperative Accessibility Features:

1. In the event that a lift becomes inoperable, the vehicle will be taken out of service and a back up vehicle will be used until the lift is repaired. If the back up vehicle is not available, re-routing of a lift vehicle will be made so that appointments may be kept. Re-routing will continue until another lift-equipped vehicle is available.
2. In the event that any accessibility feature becomes inoperable or repairs are needed, the Director of Quincy Transit Lines must be notified immediately. These accessibility features include the lift of the vehicle, securement devices and systems to facilitate communications. Upon notification of an inoperable device, the director or designee will make timely arrangements for repair and/or replacement of defective devices.