



Hours of Operation:

Monday through Friday 7:00am to 7:00pm
 Saturday 7:00am to 1:00pm (with prior reservation)
 Inclement weather could alter hours of operation

All in county rides require 24-hour notice and all out of county require 72-hour notice. All rides are subject to availability.

112 South Macoupin Street

Gillespie IL 62033

1 877-600-0707

or

217-839-4130

Mcphd.net

MCPT is closed for all major holidays.

- ## MCPT Roundtrip Fares:
- Same town - \$2.00 per person
 - Next town over - \$3.00 per person
 - Any other town in Macoupin County \$5.00 per person (including Litchfield for medical and work purposes only)
 - Anyone 60 or older is a suggested donation
 - Children 6 and under ride free with an adult fare
 - For out of county medical rides only, please call for fares
 - Monthly passes for in county rides are available

Adult/Children 6 and 59 \$25.00

Senior 60+ \$20.00

Work Pass (in county work) \$25.00-\$50.00

Passes can be purchased from your MCPT driver or one of our offices located:

MCPT

112 S Macoupin St
 Gillespie Il

MCPHD

805 N Broad Street
 Carlinville Il

Passenger Guidelines

*Riders with physical or cognitive impairments that impede independent travel **may** be accompanied by an escort or Personal Assistant. **MCPT allows for the free transportation of one Personal Assistant, escort and/or service animal. Passengers must be able to travel without disturbance to other passengers or the driver.***

We reserve the rights to deny transportation should drivers determine that the passenger boarding may jeopardize the safety of themselves, other passengers, and staff or equipment.

MCPT Drivers are **NOT** personal assistants but may provide assistance with package delivery onto MCPT vehicles and to the door of the residents only (a limit of 15 packages will be enforced). At no time is the driver permitted to enter the passengers' residence.

MCPT offers out of Macoupin County medical rides only, limited to a 70 miles radius from client's home address. Fees may apply for more information call 217-839-4130

Macoupin County Public Transportation serves the public therefore, riders may experience delays and /or additional wait time.

The Macoupin County Public Transportation wants all passengers to have a safe and pleasant ride. All passengers should be aware of the following:

- **Personal Hygiene:** It is the policy of Macoupin County Public Transportation to set, implement, and maintain high standards of personal and operational hygiene to safeguard the health and wellbeing of our customers and staff alike. Passengers and drivers are to maintain good personal hygiene so as not to offend other passengers. Because the safety & welfare of all passengers is important to MCPT, services will be denied to any person who places other passengers or drivers at risk. Any passenger who violates these rules may be prohibited from using this service.

- Have fare (exact change, please), or pass ready when you enter the bus. Deposit the proper fare into fare box or show your pass. All seniors will be given a fare envelope for their suggested donation at their discretion.
- No smoking not limited to cigarettes, cigars, and vapors.
- Macoupin County Public Transportation has a zero tolerance for possession of and/or consumption of alcohol use or illegal drugs either before or after boarding our buses. The driver may refuse passage to anyone who appears intoxicated, is overly aggressive or abusive, or otherwise disruptive to other passengers or the driver. In the event of a passenger exhibiting any unacceptable behavior, the driver may eject the offender from the bus at the earliest safe location and/or summon law enforcement.
- Carry-ons must weigh less than twenty (25) pounds with a limit of 15 grocery bags per adult.
- Drivers are only allowed to deliver packages to rider's door. Drivers are not allowed inside home under any circumstances.
- MCPT is not responsible for lost or stolen items.
- Service animals are allowed and must be in proper restraints.- A service animal is any guide dog, signal dog, or any other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
- Comfort animals are allowed and must be in a carrier. – Comfort animals are typically, or reasonable domesticated pets are allowed on the vehicles.
- Please remain seated and seatbelts must be worn at all times while the vehicle is in motion.
- All children must be in proper child restraint seats as required by Illinois State Laws.
- Children 13 and under must be accompanied by an adult 18 or older.
- Please minimize conversations with and distraction to the driver.
- Macoupin County Public Transportation has a no call – no show policy that states that any cancellation less than 24-hours of the scheduled trip, failure to board the vehicle within the 5-minute wait period, or absence from specified pick-up location is qualified as a no call-no show.

MCPT reviews all recorded no call-no shows to ensure accuracy before recording them in a rider's account. Riders will be subject to suspension under the following conditions:

- Schedule 20 or more trips within a calendar month and have no call – no shows totaling 20% of their trips; or
- Schedule 9 to 19 trips within a calendar month and have no call – no shows totaling 40% of their trips; or
- Schedule 8 or less trips within a calendar month and have no call – no shows totaling 50% of their trips.

Initially, 1 warning letter will be issued to notify the rider of the no call – no shows and ask for cooperation in scheduling trips with Macoupin County Public Transportation. If the problem continues, a progressive suspension length will be as followed:

- 1st suspension will be 7 days
- 2nd suspension will be 14 days
- 3rd suspension will be 21 days
- 4th and any subsequent suspensions will be for 30 days

Any client receiving a written notice of suspension has the right to appeal. This appeal may be directed to the Macoupin County Public Transportation Program Director, either in writing or via phone at:

Macoupin County Public Health Department
805 N. Broad St.
Carlinville, IL 62626
217-854-3223

- Be ready at least 30 minutes before the scheduled pickup time.
- Take your seat promptly and quietly.
- Reserve seats near the front for the elderly, pregnant women and those with physical disabilities.
- Please use earphones if using sound producing devices (iPod, radios, CD players, boom-boxes, etc.) Make sure they are not of such volume to be a disturbance to other passengers or loud enough that you cannot hear driver announcements.
- Baggage or other items you carry must be on your lap, under the seats or other location designated by driver.
- In case of an emergency, all passengers who are physically able to assist will be given instructions by driver.

PROHIBITED ITEMS

- Possession or use of weapons, or items which can be implicitly used as a weapon
- Automotive type batteries, or other batteries of this type,
- Propane tanks, fuel containers containing fuel, explosive material etc.
- Hazardous or dangerous materials or devices.
- Items that are excessively large that obstructs the aisle, other passengers or takes up another seat.

PROHIBITED ACTIVITIES

- Profanity
- Consumption or possession of alcohol, and/or illegal substances.
- No smoking not limited to cigarettes, cigars, and vapors
- Behavior that is considered to be dangerous, disruptive, obscene, threatening, violent, inciting or insulting language and/or gestures.
- Fighting, or mock fighting.
- Throwing objects in the bus or out the windows.
- Harassing or intimidating other passengers or driver.
- Putting hands out the window.
- Putting hands on or touching other passengers without consent.
- Boarding the bus without the driver present.

To ensure the safety of all passengers, the Macoupin County Public Transportation reserves the right to remove and/ or deny service to any passenger who poses a threat to the safety of themselves or others.

LOST AND FOUND

Macoupin County Public Transportation is not responsible for any items left on the vehicles. If you think you left an item on the vehicle, please call 217-839-4130. Lost items that are not claimed within 14 days will be discarded. All items must be claimed at the MCPT office located at 112 S Macoupin St Gillespie Il. Cell phones, eye glasses, and more expensive items will be kept at the transportation office for one month and will then be discarded.

PASSENGER RIGHTS

Macoupin County Public Transportation hereby gives public notice of its policy to uphold and assure full compliance with the Title VI of the Civil Rights Act of 1964, and 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 MCPT's programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the MCPT Title VI

Coordinator within one hundred eighty, (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

Macoupin County Public Transportation
Title VI Coordinator
805 North Broad Street
Carlinville IL 62626
217-854-3223

Macoupin County public Transportation is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equality and fairness, MCPT is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling MCPT at (217) 854-3223 or completing the ADA Complaint and Reasonable Modification Request Form “Attachment A” located on the MCPT website: *MCPHD.net*

Any person who believes she or he has been discriminated against in obtaining a reasonable modification under the Americans with Disabilities Act may file a complaint by completing the ADA Complaint and Reasonable Modification Request Form “Attachment A”

MCPT will investigate the complaint received no more than thirty (30) days after receipt and will communicate results of all complaints in writing or other individually preferred accessible format.

**** Procedures on filing a Complaint can be accessed on MCPT Transit’s website at: *MCPHD.net*

ABOUT THE CONDUCT OF ALL TRANSIT EMPLOYEES

MCPT’s staff is expected to be professional and friendly. Moreover, they are expected to abide by the same standards as our passengers.

Comment cards are available on MCPT vehicles and can be mailed back to the MCPT office.

POLICY STATEMENT

Macoupin County Public Transportation believes that if a service user wishes to make a complaint or register a concern, they should find it easy to do so. It is each establishment’s policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users and their relatives and caregivers are taken seriously.

MISSION STATEMENT

At Macoupin County Public Transportation our mission is to attract and retain customers by providing Best in Class transportation solutions and fostering a disciplined culture of safety, service, and trust.

Macoupin County Public Transportation – making Macoupin mobile one person or bus full at a time!