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AUG 28 2012

Resolution 5-1

Paul Palazzolo
SANGAMON COUNTY AUDITOR

**RESOLUTION ESTABLISHING THE POLICIES AND PROCEDURES FOR THE
SANGAMON/MENARD AREA REGIONAL TRANSIT SYSTEM**

WHEREAS, Sangamon County wishes to establish a public transit system to provide for public transportation services within its non-urbanized areas, as well as within the boundaries of Menard County; and

WHEREAS, in order to provide a safe, reliable and cost effective public transportation system, policies and procedures should be established governing the day-to-day operations of the system; and

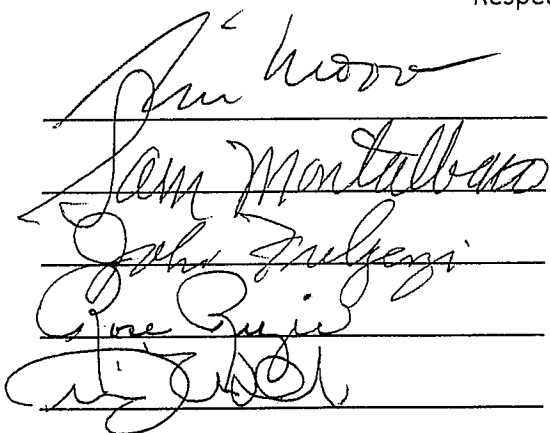
WHEREAS, the Ad Hoc Committee on Rural Transportation has recommended that the Sangamon County Board adopt the attached General Public Service Policy Manual for the Sangamon/Menard Area Regional Transit System; and

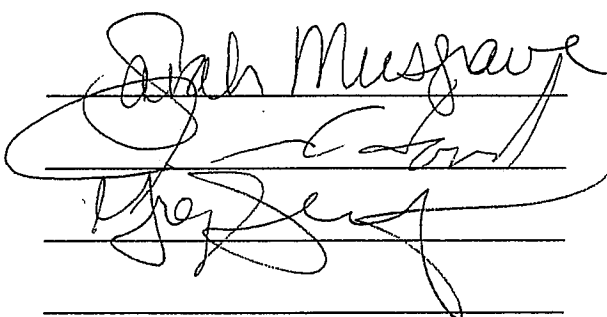
WHEREAS, the attached manual establishes policies and procedures governing important matters such as, but not limited to, hours of service, fares, reservations and scheduling, cancellation procedures, transit system responsibilities, passenger conduct and responsibilities, complaint procedures and emergency procedures; and

WHEREAS, the Sangamon/Menard Area Regional Transit System Oversight Committee, to consist of representatives from Sangamon County and Menard County, is empowered to modify and amend the General Public Service Policy Manual as needed; and

NOW, THEREFORE, BE IT RESOLVED BY THE MEMBERS OF THE SANGAMON COUNTY BOARD, in session this 6th day of September, 2012 that the attached General Public Service Policy Manual is hereby adopted.

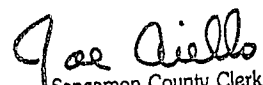
Respectfully submitted,





FILED

AUG 29 2012


Sangamon County Clerk

SMART

Sangamon/Menard Area Regional Transit

(800)///-////

www..org

GENERAL PUBLIC SERVICE POLICY

EFFECTIVE:

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SANGAMON/MENARD AREA REGIONAL TRANSIT (SMART)

MISSION STATEMENT

The mission of Sangamon/Menard Area Regional Transit (SMART) is to provide safe, reliable, and cost-effective public transportation to the citizens of the region we serve. We are committed to enhancing economic development and quality of life through affordable, accessible transportation services. Our SMART team pledges to provide courteous service to our customers and aggressively meet the changing needs of our region.

PASSENGER BILL OF RIGHTS

As a SMART rider, you are entitled to:

- Safe, reliable, and courteous service.
- A clean, comfortable, well-maintained vehicle that meets Illinois State safety and vehicle inspection requirements.
- A vehicle carrying public liability insurance equal to or greater than Illinois State requirements.
- A licensed, fully trained driver, neatly dressed and well mannered, whose name and photograph are displayed on identification badges worn by each driver.
- Compliance with all vehicle and traffic laws and regulations.
- Dependable departures and full schedule information.
- Safe, orderly procedures for loading and unloading of passengers.
- Fair and reasonable rates.
- Diligent investigation and timely redress of complaints.

Should you have a complaint against a driver or vehicle displaying the SMART logo, please contact 1-800-////.

DESCRIPTION OF SERVICE

Sangamon/Menard Area Regional Transit (SMART) provides accessible, public transportation through a demand-response, non-emergency service.

SERVICE AREA

SMART's service area includes Sangamon and Menard Counties. At least one end of a trip must be in rural Sangamon County or anywhere in Menard County.

DAYS AND HOURS OF SERVICE

SMART's office hours, during which passengers should call to reserve a ride, are 8:00 A.M. to 5:00 P.M., Monday-Friday. Scheduled transportation is available Monday through Friday with pickups and drop offs from 6:30am to 5:30 pm. For questions about the above services, please call **1-800-///-////**.

Our offices are closed and service is not available on the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Veterans' Day (Observed)

President's Day
Thanksgiving Day
Friday after Thanksgiving Day
Christmas Day

SERVICE TYPES

Curb-to-Curb service is provided to passengers. With Curb-to-Curb service, the SMART vehicle stops at the curb for passenger pick-ups and deliveries. **SMART drivers will assist passengers boarding and de-boarding the vehicle as long as the passenger has requested assistance.**

Door-to-door service is available per customer request. Passengers must request service through the dispatching department at the time of scheduling transportation. With door-to-door service, the SMART driver (or escort) assists the passenger from the door of the pick-up point to the SMART vehicle and from the SMART vehicle to the door of the destination point. **Under no circumstances will the driver be allowed to enter a passenger's residence or apartment building beyond the first outer door or ground floor lobby and cannot perform any personal services for the passenger.** Door-to-door service is provided as long as conditions make it safe to do so.

IN THE EVENT OF ANY QUESTION OF SAFETY, REGARDING ANY TRANSPORTATION SERVICE, IT MAY BE NECESSARY FOR AN ON-SITE INSPECTION BY A MOBILITY SPECIALIST. THE MOBILITY SPECIALIST WILL MAKE THE DETERMINATION AND INFORM CLIENT AT THE TIME OF REVIEW

RESERVATIONS, SCHEDULING, AND CANCELLATIONS

Customers must call 1-800-///-//// a minimum of one day in advance to schedule transportation. SMART staff will make an effort to accommodate "same day service" if scheduling permits. An additional \$1 will be charged per one-way trip for "same day service".

The dispatcher will not be responsible for confirming appointments with doctors, etc. A pick-up or delivery time may be adjusted by the dispatcher, if necessary, in order to maintain efficiency of the transit service; therefore, riders are encouraged to be ready 15 minutes prior to a scheduled pick-up time. **Drivers will wait no longer than five (5) minutes past arrival time before proceeding.** The driver will upon arrival, honk and wait 3 minutes, (unless assistance is requested at time of scheduling). If there is no response the driver will contact the main office. A dispatcher will telephone the passenger. After waiting a total of 5 minutes the driver will be instructed to leave and continue the route. This will be considered a "No-Show"

CANCELLATION POLICY

SMART encourages and appreciates patrons who cancel in a timely manner. Cancellations should be received 24 hours in advance or as early as possible. In an effort to coordinate and distribute services to the greatest number of people, this policy is implemented with intent to encourage early cancellation of services.

1. Cancelling can be achieved by either contacting the dispatching staff during normal business hours (8:00 A.M. – 5:00 P.M.) or through SMART's voice mail system, which is available during non-business hours.
2. Any cancellation received later than two hours prior to the scheduled pick up time will be considered a No-Show. See page 6 for the SMART No-Show policy.

SMART understands that emergency situations do arise that prevent a full 24-hour notice. Determinations will be made on a case-by-case basis and are at the sole discretion of Sangamon/Menard Area Regional Transit.

Excessive Cancellations

SMART encourages all clients to call in to cancel transportation services as described above, however, to avoid excessive cancellations which prevent fair and equitable use of the transportation system by all clients, an excessive cancellation policy will be implemented as follows:

1. SMART personnel will monitor weekly activities of all scheduled vs. cancelled rides. Clients observed to have six (6) cancellations and/or two (2) No-Shows within any 30-day rolling period will receive a written warning via mail.
2. Those clients who have received the written notification and who have in excess of six (6) cancellations in any future 30-day rolling period following the notification, will be charged a \$2.00 excessive cancellation fee per cancellation thereafter for a period of 6 months.

PASSENGER NO-SHOW POLICY

A no-show is defined as the act of a person who, having scheduled a trip, changes his/her mind about making the trip but does not cancel the appointment within the 2 hour prior time frame or allowing the vehicle to arrive but not boarding it.

Sangamon/Menard Area Regional Transit will maintain records in order to keep track of no-show incidents. After the second no-show incident, the rider will be charged a \$5.00 fee and is expected to pay at the next time of service. No charging will be allowed. If you are a "No-Show" all subsequent trips for that day will be automatically cancelled unless you telephone Sangamon/Menard Area Regional Transit and confirm that you still need your other trips at the time that the no show occurs.

1. The System reserves the right to deny ridership if a passenger consistently misses scheduled rides. After three No-Shows within a three month period a passenger will be suspended from riding for 30 days.

No-shows that occur because of an emergency situation beyond the customer's control will be considered a "non-chargeable" no-show, provided the customer can offer an explanation with documentation.

Subscription Services

Subscription services are intended for those individuals who use the service from one destination to another destination at the same time and on the same days of the week. These services eliminate the need for a client to call in on a daily/weekly basis to

schedule rides except in the case of a cancellation. Holding a subscription service is a privilege as there are a limited number of subscription services available. If you have a subscription service and no-show three times within a rolling 60-day period, your subscription service will be canceled and offered to another passenger. In addition, all no-show fees will apply. You will not be considered for subscription services again for a period of one year.

The above policies apply regardless of the method of payment.

PRE-PAID PASSES

Pre-paid passes are available for purchase. No refunds will be made for unused passes. In order for passes to be valid, ALL pick-ups, transfers, and returns must be scheduled a minimum of one day in advance.

CHILDREN

Children under age 8 must be accompanied by another passenger 16 years of age or older. Children under 8 must have their own child seat.

FARES

All passengers must comply with SMART's fare policy. Fares must be paid upon boarding of the vehicle unless alternative prior arrangements have been made. Fares are listed as per stop and not round trip, unless otherwise noted.

- Seniors (60 and over) \$2.00 Suggested Donation* per one-way trip in the same town
- Seniors (60 and over) \$3.00 Suggested Donation* per one-way trip within two-county area
- Age 16 - 59 \$2.00 per one-way trip in the same town
- Age 16 - 59 \$3.00 per one-way trip within two-county area
- Age 8 -15 (with adult) \$1.50 per one-way trip
- Age 8 -15 (without an adult) \$2.00 per one-way trip
- Age 0 - 7 free with adult
- Same day service additional \$1 per one-way trip
- Additional stops \$1.00 per stop
- No-Show Fee \$5.00 per trip

*This service is funded by a grant from Area Agency on Aging for Lincolnland and Illinois Department on Aging

Door-to-Door Service is available upon request at no additional fee. Service must be requested at the time of scheduling transportation.

Personal Aides may accompany a paying passenger at no extra charge.

GROCERIES/PACKAGES

SMART drivers will assist passengers in loading and unloading their groceries/packages on and off the vehicle. Passengers are responsible for getting their packages from the vehicle to their home or building unless previous arrangements were made with dispatch. If requested at time of scheduling SMART drivers will assist passengers with their packages/groceries from the vehicle to the first outer door of their residence or building.

For safety reasons and for the consideration of other passengers, SMART must insist on a limit of 5 total grocery bags or items.

PASSENGER CONDUCT AND RESPONSIBILITIES

SMART will not be responsible for checking/signing persons in or out of any facility.

SMART will not be responsible for any package left on the vehicle.

SMART requires all passengers to be courteous and considerate of other passengers, staff, and the driver. Instructions from a driver are to be followed by all passengers. Behavior that may affect the safety of other passengers or the driver or create a safety hazard to other passengers/drivers or others will not be tolerated. Continued carriage of such persons or groups will be decided on a case by case basis, and may require the presence of one or more attendants to be provided by the family/residential or daycare facility/social welfare/health care agency as appropriate.

SMART requires ALL passengers to wear a seatbelt. Drivers will be more than happy to assist you in securing the seatbelts. Please advise the driver accordingly. It is the responsibility of parents to provide a car seat and to secure children ages 7 and under.

Inappropriate behavior such as eating, drinking, use of tobacco products, foul language, lack of personal hygiene, disruptive behavior, bothering of other passengers, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances or having open containers of alcohol on the vehicle will result in the passenger being suspended from riding SMART vehicles.

SMART reserves the right to refuse service to any individual violating these policies.

All new riders should expect to show a picture ID at the time of his/her first boarding for identification purposes. Riders may, at any time, be required to show a picture ID upon request to verify identification.

Any rider who creates alias names in the system in order to avoid paying penalty fees will be permanently removed from service based upon a determination of fraud to SMART.

The above policies apply regardless of the method of payment.

PASSENGER COMMENT AND COMPLAINT PROCEDURES

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

SMART Customer Service
701 W Mason
Springfield, IL 62702

You may also call 1-800-///-//// or e-mail [abbadaba doo.com](mailto:abbadaba_doo.com)

SMART solicits both positive and negative input from our passengers. All comments and complaints will be handled in a timely and efficient manner. Response to complaints and/or comments will usually be handled within a 24-hour period.

TRANSIT SYSTEM RESPONSIBILITIES

SMART is responsible for providing clean, reliable, safe and efficient service to our passengers. SMART is not responsible for any articles left on its vehicles, however, SMART maintains a lost and found box in its offices, and individuals may call our offices regarding these items. SMART is responsible for abiding by the policies detailed in other sections of this service policy.

SMART has insurance coverage that exceeds legally mandated minimums. SMART is regulated by State and Federal guidelines. These guidelines are met and, in most instances, are exceeded. SMART also maintains a drug and alcohol free workplace through a federally mandated drug/alcohol-testing program.

SMART has stringent guidelines for maintaining all of our vehicles. SMART is committed to keeping all vehicles and equipment properly maintained and in safe working order.

SAFETY

SMART drivers are properly trained and licensed in accordance with state and federal laws. SMART drivers receive quarterly/annual training in safety including, emergency procedures, seat belt and wheelchair tie-down procedures, evacuation procedures, defensive driving and other areas.

SMART drivers inspect their vehicles on a daily basis through the use of a Pre-Trip and Post-Trip Inspection forms. A certified mechanic will address any problems noted.

ANIMAL TRANSPORTATION POLICY

Sangamon and Menard Regional Transportation does allow for transportation of animals, other than service animals, if the client has complied with the following requirements:

- A. When scheduling the ride the client informs dispatching/scheduling that an animal will be brought on the bus.
- B. The animal is in a pet taxi or an approved, secure carrier.
- C. The client will be solely responsible for loading and unloading the animal into the carrier and onto the SMART vehicle and removal of the animal from the SMART vehicle after reaching the destination point.
- D. The client will be solely responsible for cleaning up after the animal.
- E. The client follows the driver's instructions regarding the animal's transportation.

At no time will any animal other than a service animal be transported without being in an approved, secured containment device and prior approval from SMART dispatch.

Service animals will be required to remain on the floor and out of the aisle area of the bus. The client utilizing the service animal will be responsible for the conduct of the service animal.

EMERGENCY PROCEDURES

SMART will not operate its vehicles during severe foul weather or when roads are icy and unsafe. Should SMART limit services due to inclement weather, the changes will be broadcasted on the local radio and television stations as follows:

WMAY-629-9180 WQLZ-629-8200 Channel 20 news
WFMB-528-3033 WNNS-629-5483

Passengers are responsible for notifying the driver if they or another passenger are ill, injured, or in distress while on the vehicle.

STATEMENT OF NON-DISCRIMINATION

SMART is an equal opportunity program that promotes a drug and alcohol free environment. Ridership shall be practiced without regard to race, color, religion, sex, marital status, national origin, ancestry, age, physical or mental handicap unrelated to ability, political affiliation or unfavorable discharge from military service.

CLOSING STATEMENT

SMART is proud to be a part of the community. We encourage your comments and suggestions. For further information please contact 1-800-///-///,

Sangamon/Menard Area Regional Transit
701 W Mason
Springfield, Illinois 62701

SMART reserves the right to make changes to this policy without notice.

EFFECTIVE 11/12