

STATELINE TRANSIT – YOUR GUIDE TO RIDE

Dear Customer:

On the behalf of the Stateline Mass Transit Board of Directors and our Staff, we would like to welcome you to Stateline Transit.

Throughout this guide, you will find helpful, customer-friendly information regarding:

Certification *Reservations*
Trip Information *Cancellations*
Guidelines

All of us at SMTD, sincerely hope this Guide-To-Ride answers any questions you may have. Should you require additional information, please do not hesitate to call Stateline at **877-561-3330** or **TTY 961-0072** only.

RESERVATION HOURS: Reservations are accepted Monday - Saturday between 8:00 A.M. and 5:00 P.M... Hours of operation are Monday through Friday 6:00 A.M. to 6:00 P.M.. Saturday's hours are 8:00 A.M. to 5:00 P.M... An answering machine accepts reservations on the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

WHOM DO I CALL? : To **schedule a ride** call one of our **Schedulers: 877-561-3330** or **TTY 961-0072**.

SERVICE AREA: Roscoe, Rockton, Rockton Township and South Beloit. Certified Clients may ride anywhere within the service area or can connect with the Rockford Mass Transits Transfer spot at Target on 173, or to Beloit's Transfer Center on Broad St. In addition some pre-approved medical facilities outside of the Roscoe, Rockton, Rockton Township and South Beloit area may be serviced. One end of each trip must begin or end within these boundaries.

FARES:	Adult (17-64) years of age	\$3.00
	Senior(65 or older)	\$1.50
	Disabled (with prior certification)	\$1.50
	Child (7-16 years of age)	\$1.50
	Child (under 7 years of age)	Free with fare paying customer
	Personal Care Attendant*	Free when traveling with approved client

HOW DO I RIDE STATELINE TRANSIT? There is a scheduled arrival time and you must be ready when the vehicle arrives. The driver can wait only five (5) minutes for you to board, we will give you a time to board, and there may be additional stops before reaching your destination.

Please Remember:

- You may ride from any origin in the Stateline Transit service area for any purpose as long as you have filled out an Application Form and a reservation has been made.
- The vehicle may arrive within 15 minutes before or after your scheduled pick - up time. For example, if your pickup time is scheduled for 8:00 A.M., the vehicle may arrive anytime between 7:45 A.M. and 8:15 A.M..

HOW DO I CANCEL A RESERVATION?

- To cancel a reservation, please call **877-561-3330** or **TTY 961-0072**. Stateline Transit would appreciate at least a 24-hour notice, but please call no later than two hours before your scheduled trip.
- If the 2-hour notice is not provided, we will require you to pay the one-way trip fee of \$3.00.
- If you give no notice and you do not take the scheduled trip, that is considered a no show and we will require you to pay the \$3.00 fare for the missed ride, and the \$3.00 fare for your next regular scheduled ride.

HOW DO I BECOME REGISTERED?

1. You can pick up an application at Roscoe, Rockton, Rockton Township and South Beloit Village Halls, or call **877-561-3330** and we will mail you a form to fill out completely and mail to:

Stateline Mass Transit
520 Mulberry St.
Rockford, IL 61101

HOW DO I GET THERE ON TIME? The Stateline Transit is dedicated to providing safe, efficient, affordable and dependable transportation to its residents and surrounding area.

Following are ways you may help serve us:

- Make reservations as early as possible, but no later than 24 hours in advance. However, at that short notice ride availability may be limited.
- In order to ensure the vehicle will be on time for other customers, the driver will not make unscheduled stops.
- If other customers get on or off the vehicle before your stop, it may be necessary for you to temporarily move.
- A customer may not refuse to ride with other customers.
- Because you may share a vehicle with other customers we suggest you:
 1. allow at least one hour to reach your destination
 2. allow for time spent picking up and dropping off other customers before reaching your destination.
 3. be prepared for delays due to traffic or bad weather.
 4. plan your trip. For example, if you must be somewhere at 10:00 A.M., expect a 9:00 A.M. pick up.
- When scheduling a return trip, please consider any unexpected delays you may encounter. For example, if you expect to return at 3:00 P.M., please ask for a 3:15 - 3:30 P.M. return time. It is better to wait for a few minutes than to miss your scheduled ride.
- If you miss the vehicle for your scheduled ride, please call Stateline Transit at **877-561-3330**, or **TTY 961-0072**. We will send another vehicle as soon as possible. However, it may take up to three hours to dispatch another vehicle.

HOW CAN WE ACCOMMODATE YOU?

1. Carry on packages are welcome. To accommodate yourself and other passengers, please limit the number of carry on packages to what you can carry yourself.

Stateline Transit would like to remind passengers that:

1. The drivers only provide assistance of loading and unloading packages under the following conditions:

- A. The passenger makes a request
- B. Driver request permission from the Dispatcher
- C. We authorize the driver

If we authorize assistance, the driver will determine the amount of packages that they can physically handle in a timely manner. Stateline Transit will assist wheelchair customers where ramps are provided and under no circumstances assist with any stairs.

It is our mission to provide safe, efficient, affordable and dependable transportation. Therefore, we are unable to honor specific request for the following:

- driver
- vehicle
- seat

What if My Request Cannot Be Accommodated?

- If there are no openings for the time requested, you may be offered an alternate time, up to one hour before or after the original time you requested.
- If there are no openings for the day and time requested, call Stateline Transit at a later time to ask if there have been any cancellations.

CAN I BRING A TRAVELING COMPANION?

- Personal assistants are allowed to ride free of charge if such a need is indicated on your Stateline Transit application.
- Companions are welcome to ride with you for \$3.00 per person, same as your fare.
- Companions or personal assistants must have the same reservation as the passenger they are accompanying.
- Stateline Transit requires you to reserve a space for your companion or your personal assistant when scheduling your reservation.
- To maximize the space available, accommodations for more than one traveling companion are on an as available basis. If seats are not available, additional traveling companions may be denied service when the vehicle arrives.
- Children accompanying you are considered travel companions.
- You must reserve space for children when scheduling your trip.
- Guide dogs and other service animals are allowed to accompany you if such a need was indicated on your Stateline Transit application. Please remind Stateline Transit schedulers when scheduling your trip that service animal will be accompanying you. Family pets will be allowed if confined to a pet carrier.

Other Considerations:

- Customers may not operate any audio or visual equipment which infringes upon other customers' comfort or safety or impairs the driver's ability to transport passengers safely. Examples include: audio/visual devices without headsets, portable video games that have sound effects, etc.

- If the vehicle has not arrived 20 minutes after your scheduled time, please call Stateline Transit at **877-561-3330** or **TTY 961-0072**.
- Please be ready at least 15 minutes before your vehicle is scheduled to arrive. You (and your companion) should meet the vehicle when it arrives.
- Our service is a curb to curb service. Drivers may assist passengers upon request.
- We require the driver to collect a fare of \$3.00 from you and your companion before departure. Please have exact change ready. Drivers **DO NOT** carry change. Personal assistants are allowed to ride free of charge if such a need is indicated on your Statline Transit application.
- Before departure, the driver will:
 1. Secure your wheelchair
 2. Fasten your seat belt and shoulder strap if assistance is needed.
- For the comfort, safety and cleanliness of the vehicle, eating, drinking, chewing tobacco and smoking are not permitted.

HOW DO I MAKE A RESERVATION? Call Stateline Transit at **877-561-3330** or **TTY 961-0072** between 8:00 A.M. - 5:00 P.M. Monday through Saturday.

NOTE: YOU ARE ENCOURAGED TO MAKE RESERVATION IN ADVANCE, BUT NO LATER THAN 24 HOURS BEFORE.

- If you wait until the last minute to make a reservation, we may not be able to meet your request. However, on occasions there may be space available at the last minute.
- When making a reservation, we need you to schedule a time for your return trip.

NOTE: NO CHANGE MAY BE MADE TO RESERVATION AFTER 4:00 PM THE DAY BEFORE YOUR TRIP.

WHEN MAKING A RESERVATION, PLEASE BE READY TO PROVIDE:

- your name
- the date you want to be picked up at your point of origin
- your pick up address
- address where you will be going
- destination time
- the time you want to be picked up for your return trip
- telephone number of your destination
- whether you use a wheelchair or other mobility device.
- if a personal assistant will be riding with you. If so, there is no charge.
- whether a companion will be riding with you. If so, his/her fare is \$3.00 for each one way trip.
- for safety reasons, infant seats must be provided by the eligible customers for children under the age of five years of age.