



Passenger Policy

These rules are in place for the safety and awareness of all passengers that use Warren County Public Transportation (WCPT) buses to create a fair and safe environment for all passengers.

1. Voice mail reservation requests will only be accepted if accompanied by a phone number for confirmation. Your ride will be confirmed by phone.
2. Please tell us if you need any special assistance for pick-up or delivery.
3. Reservations are accepted based on availability.
4. Passengers must make their reservation 2 hours prior to their requested time to be guaranteed service at that time. A reservation needs to be made the business day before if the ride is to Galesburg or anywhere in Henderson County.
5. Passengers cannot change their destination of their trip once the driver has arrived for pickup. Calls must be made in advance to rebook the trip.
6. WCPT has a five (5) minute waiting period. Passengers not boarding the bus from their designated pickup within 5 minutes of the reservation time will be considered a "no-show" and a new ride will need to be arranged.
7. WCPT reserves a thirty (30) minute pick-up window on either side of the requested reservation time. Please be prepared to board anytime within this time frame.
8. Payment is due when boarding the vehicle. Exact change is required.
9. WCPT allows for the free transport of Personal Assistants, escorts and service animals. Please alert the dispatcher when making your reservations.
10. The transportation of animals is prohibited, except in a secure container, or a service animal.
11. Children, as required by Illinois law, must be secured in an approved child safety seat provided by the parent/guardian.
12. Children under the age of 5 must be accompanied by an adult when riding the vehicle. If a child violates any policy listed in this document, an incident form will be filled out upon the completion of the trip by the driver and/or dispatcher during which the incident occurred and a copy will be sent with child to give to parent/guardian and one will go in WCPT's file for record.
13. Seatbelts must be fastened. No standing is allowed while the bus is in operation.

14. WCPT Drivers reserve the right to provide or deny transportation should drivers determine that passenger boarding may jeopardize the safety of themselves and other passengers, WCPT staff or equipment.
15. Wearing roller skates, in line skates, bicycles, or using skateboards is prohibited. Carrying your sporting equipment aboard is allowed.
16. Drinking of non-alcoholic beverages or eating is prohibited, except drinking from container with a lid attached designed to prevent spillage.
17. Drinking alcoholic beverages, or possessing an open container of the same, is strictly prohibited.
18. Trash brought on board should be taken with the passenger upon exiting the bus.
19. Carrying objects blocking the aisle, stairway or occupying seat is prohibited, except at driver's discretion, if space allows. Strollers must be folded prior to boarding.
20. Using transit properties for the purposes of sleeping is prohibited.
21. Camping or storing personal property at transit properties is also prohibited and WCPT holds no responsibility if items are stolen.
22. Special Service trips may be arranged by contacting WCPT office.
23. Drivers are not responsible for delivery of packages onto or off the vehicle or into buildings. Packages are limited to the number of parcels that can be carried in one trip.
24. Passengers traveling in wheelchairs or those needing vehicle lift assistance are required to be at ground level before drivers assist passengers onto the lift.
25. WCPT vehicles are equipped with wheelchair lifts. Drivers are not allowed to assist wheelchair passengers up or down steps or provide assistance to wheelchair passengers when hazardous conditions exist at the point of pick-up or at the point of destination.
26. Drivers may not conduct matters of personal business for any passenger.
27. Drivers are not permitted to enter the passenger residence.
28. Passenger purchases should be limited to the number of packages that can be carried in one trip.
29. WCPT is not responsible for personal items or packages during transit, side stops, or when passenger exits the WCPT vehicle.
30. Extending anything out windows or doors of moving bus is strictly prohibited.
31. Hanging and swinging off bars or stanchions is prohibited.
32. Attaching oneself to the exterior of the bus or building is prohibited and may be cause to initiate legal action.
33. Smoking is strictly prohibited on transit vehicles, within fifteen feet of the bus stops or the buses while parked at bus stops.
34. Littering is prohibited at stops and aboard all transit vehicles and facilities.
35. Use of sound producing equipment without headphones, such as; iPods, radios, beepers and mobile phones, is prohibited.
36. Spitting, defecating or creating unsanitary condition by discharge from a person of blood, urine, feces, vomit or other bodily fluids is prohibited.

37. Carrying of explosives, flammable, caustic or other harmful material such as weapons is strictly prohibited.
38. Interfering with the provision of safe transportation services is prohibited.
39. Loud, unruly behavior and unwelcome physical or verbal contact is strictly prohibited.
40. Defacing, destroying, vandalizing transit property, or any signs, notices or advertisements, is prohibited.
41. Entering non-public areas within the transit vehicle or transit facilities is prohibited.
42. Throwing objects at transit property or any person in or on transit property is prohibited.
43. Failure to pay appropriate fare, presenting invalid pass or transfer, or failure to surrender pass if demanded by authorized transit personnel will disqualify you from riding the public transit On Demand system until the appropriate fare and/or passes is provided.
44. Misrepresenting oneself as eligible for special fare, reduced fare or transfer is prohibited and can lead to legal actions and possible loss of privileges to ride the public transit On Demand system.
45. Failure to follow direction from the bus driver, or other authorized transit personnel, may lead to disqualification of privilege(s) to ride for the day.
46. Bringing onto transit property odors which unreasonably disturb others or interfere with their use of the transit system -- whether odors arise from one's person, clothes, articles, accompanying animal or any other source -- is prohibited and you will be asked to vacate the bus or transit facility.
47. Passenger complaints should be made by calling 309-690-7713 or by emailing mlewis@warrencountyl.gov.

Penalties

1. In addition to the above proscribed conduct, criminal conduct including, but not limited to, assault, disorderly conduct, or illegal drug use, are prohibited on all transit properties. The Warren County Sheriff or Monmouth Police Department will be contacted if such conduct is observed by transit personnel.
2. In addition to possible civil and criminal penalties, violators of the code of conduct and any other applicable laws may be subject to immediate denial of service, suspension of privilege to enter or use transit properties or both. Transit properties include all vehicles and facilities used in the transit system.
3. Immediate denial of service may be enforced by a Warren County or Monmouth Police officer, authorized transit personnel including drivers, or authorized personnel of a contract service provider. Failure to comply with denial of service or suspension of privilege to enter or use transit properties shall be grounds for criminal trespass prosecution.
4. **Suspension of Service:** In addition to immediate suspension for a day, longer-term suspension of privileges to enter or use transit properties may be initiated by the transportation director, or next appropriate authority, who shall issue a written notice stating the cause and duration of the suspension and the process for requesting review. Suspension shall be in effect upon receipt of the notice that is sent by the Transportation Manager and shall remain in effect during any review process, or until further notified.

5. Appeal: Within 10 days after receiving notice of suspension of privileges to enter or use transit facilities, a person receiving such notice may deliver a written request for review of the suspension and an opportunity to present reasons for reconsideration of the suspension, to the transportation director, or next appropriate authority. After receiving a request for review, the transportation director, or next appropriate authority, shall set a telephonic, or in- person hearing, to review the transportation manager's decision. The hearing shall be held within 5 normal business days following the request for a hearing. The transportation director shall make a decision within 10 days following the hearing.