

# Get Where You Need to Go!

**Lack of transportation can mean the difference between proper medical care, or simply going without.**



The McDonough County Public Transportation System (MCPT) provides a public transportation non-emergency medical service to residents in Macomb and McDonough County. Non-emergency medical transportation is defined as transportation to and from essential and necessary medical services that are not available in McDonough County but are within a two-hour drive from Macomb such as Bloomington/Normal, Burlington, Canton, Davenport, Fort Madison, Galesburg, Iowa City, Jacksonville, Keokuk, Moline, Monmouth, Peoria, Rock Island, Springfield, and Quincy.

## *SCHEDULING A RIDE...*

- \* Non-emergency medical transportation services are available Monday through Friday from 6:00 am to 6:00 pm. All non-emergency medical rides must be scheduled through the MCPT Central Dispatch Center by telephoning (309) 837-7433 from 6:00 am to 5:30 pm, Monday through Friday. **A person needing a wheelchair accessible vehicle must inform the Central Dispatch Center when scheduling a trip.** MCPT will assume that the rider does not need to be transported in a wheelchair accessible vehicle unless the rider states the need when the appointment is made.
- \* Persons are strongly encouraged to schedule rides far in advance of scheduled appointment dates. MCPT has a limited number of vehicles available and may have to deny requests or require riders to change appointment dates. Service is provided on a first-come, first-served basis.
- \* Rides must be scheduled by 5:30 pm at least two working days (Monday through Friday, excluding holidays) in advance of the appointment day. **Persons are limited to no more than three out-of-county trips in a 30-day period.**



- \* Monday appointments must be scheduled on the previous Thursday.
- \* Tuesday appointments must be scheduled on the previous Friday.
- \* Wednesday appointments must be scheduled on the previous Monday.
- \* Thursday appointments must be scheduled on the previous Tuesday.
- \* Friday appointments must be scheduled on the previous Wednesday.

## *CANCELLING A RIDE...*



- \* Passengers are encouraged to cancel scheduled rides at least 24 hours in advance if possible. Any cancellation received later than one hour prior to the scheduled pick-up will be considered a late cancellation and will be noted on the passenger's record.
- \* Three or more late cancellations in a 90-day period will be considered excessive. Passengers will receive a written notification of such by mail.
- \* Passengers having additional late cancellations during the next 90-day period will be assessed a \$5.00 cancellation fee payable at the next boarding call.
- \* Three or more no-shows in a 90-day period will be considered excessive. Passengers will receive a written notification of such by mail.
- \* Passengers who are not present for their pick-up within five minutes of the scheduled pick-up time are considered no-shows and will be assessed a \$5.00 charge payable upon their next boarding call.
- \* Passengers having an additional no-show during the next 90-day period will be denied service for a 15-day period following the additional no-show.
- \* No-shows that occur because of an emergency beyond the passenger's control will be a non-chargeable no-show if the passenger can provide a documented explanation.

## THINGS YOU NEED TO KNOW...



- \* Each person being transported shall pay a flat round trip fare of \$5.00. Personal care attendants will be allowed to accompany the rider free of charge.
- \* Non-medical related stops, other than restroom breaks and meals, will not be made during the trip. The purpose of the service is to provide needed transportation to the outside-of-county non-emergency medical provider.
- \* Persons scheduling trips must submit documentation from the health care provider concerning the purpose and need of the non-emergency medical appointment. MCPT reserves the right to deny service if the need for non-emergency medical transportation outside of McDonough County is not adequately documented as necessary or essential by an applicable health care professional.
- \* Personal care attendants must accompany riders with non-emergency special needs.
- \* MCPT drivers will assist disabled and senior passengers in going up and down steps or ramps when it is determined by the drivers to be safe for both the passengers and the drivers.

- \* MCPT reserves the right to deny non-emergency medical transportation service if it deems the medical need to be an emergency situation (where transportation should be provided by an ambulance) or determines the request does not qualify as essential or necessary.
- \* Children under the age of 8 riding in MCPT demand response vehicles must be secured in appropriate child safety seats that meet the standards of the United States Department of Transportation. Child safety seats must be provided by the parents or legal guardians as child seats are not available in the transit vehicles.
- \* Service animals will be permitted to accompany passengers with disabilities and must remain on the floor and out of the aisle of the transit vehicles. Passengers utilizing service animals are responsible for their conduct.
- \* All passengers must wear shoulder and lap seatbelts provided in the vehicles. Seatbelt extensions are provided.

## SERVICE COMPLAINTS & QUESTIONS...

Service complaints and questions should be directed to Gary Ziegler, Transit Director, 223 South Randolph Street, Macomb, Illinois, 309/837-3941 or [gary@wirpc.org](mailto:gary@wirpc.org).

## PLEASE NOTE...

No rides are available on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, and Christmas Day. No service is provided after 12:00 pm on Christmas Eve.



## Non-Emergency Medical Transportation Service

MCPT provides transportation to non-emergency medical appointments for necessary services not available in McDonough County. Rides up to two hours from Macomb in specially designed transit vehicles for the elderly and disabled are available to all residents of Macomb and McDonough County.

All MCPT vehicles are equipped with wheelchair lifts or ramps and securement systems and all drivers are experienced in their use.

You can go the distance, and ride safe and stress free in a transit vehicle from MCPT!

**GET WHERE YOU'RE GOING!**