



# ***WE CARE***

RURAL TAZEWELL & WOODFORD  
COUNTIES

PUBLIC TRANSPORTATION

PASSENGER HANDBOOK

**TCRC, Inc., DBA We Care  
Passenger Handbook**

Update: 2/1/2024

**TRANSPORTATION OFFICE HOURS**

Monday through Friday, from 6:00 AM to 5:00 PM Phone # (309) 263-7708

II. Relay Service for the Hearing Impaired. The system is open 24 hours and is free of charge.

TTY dial 1-800-526-0844 Or 711

Voice user dial 1-800-526-0857 Or 711

**SERVICE STATEMENT**

We CARE provides transportation services to the general public who reside in, or are traveling to or from, rural Tazewell and Woodford Counties, in Illinois.

WE CARE drivers, schedulers, dispatchers, and administrative professionals work with programs and services to help our passengers lead a better and more productive life by providing the best service possible within the limits of our resources.

WE CARE is committed to providing safe and timely transportation for our passengers. WE CARE recognizes the support received from our sponsors, passengers, and granting agencies and is dedicated to the efficient and cost-effective use of our resources in support of our passengers.

WE CARE is constantly improving our passenger services through the continued support and guidance of our supporting organizations, and to become a recognized leader of paratransit services.

**PASSENGER BILL OF RIGHTS**

As a WE CARE passenger, you are entitled to:

Safe, reliable, and courteous transportation;

A clean, comfortable, well-maintained vehicle that meets Illinois safety requirements;

A licensed, fully trained driver;

Compliance with all vehicle and traffic laws and regulations;

Fair and reasonable rates;

Diligent investigation and timely redress of complaints.

If you would like more information regarding our service or have a complaint about a vehicle displaying the WE CARE logo, please call (309) 263-7708. Please include the vehicle number, location, and time of day.

It is the policy of WE CARE to provide equal services, and opportunity to all persons. No person is to be discriminated against because of race, religion, sex, marital status, national origin, disability, sexual orientation, gender identity, veteran status, or any other basis prohibited by law.

If you feel that you have been discriminated against, you may file a Title VI Complaint with:

TCRC Inc., DBA We Care Human Resources at (309) 347-7148 or,  
IL State Attorney General's Office at 1-800-243-0618 or,  
IL Dept. of Aging at 1-800-252-8966 (if you are over 60 years of age).

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**SERVICE TYPES**

Reasonable accommodation will be made upon request by the passenger. The driver is responsible for assisting the passenger on and off the vehicle and will assist in getting the passenger to the destination door if needed. Drivers are not permitted to go beyond the threshold of a passenger's residence, or the main entrance door of an apartment or office building. In addition, passengers are collected at the main door and not at specific offices.

Some passengers, going out of the service area, or coming into the service area from outside the service area, may be picked up, or delivered to alternate transportation sites, such as Peoria's CityLink terminal.

Service to persons using respirators, or portable oxygen, will not be denied, however, WE CARE requires all apparatus to be secured at all times while the vehicle is in motion.

WE CARE does not charge a fare for a personal care attendant (PCA) to accompany a passenger. Companion riders can accompany a passenger; however, they will be charged a fare for the trip. WE CARE requests notification if a PCA, or a companion rider, will be accompanying the passenger to make sure that a seat is available for them.

WE CARE drivers will assist passengers in loading and unloading reasonable packages from the WE CARE vehicle. Adequate time will be given for individuals with disabilities to board or disembark the vehicle.

Service animals are allowed on WE CARE vehicles. The passenger utilizing the service animal will be responsible for the conduct of the animal.

Pets of reasonable size and nature, which are in a carrier, will be allowed. Call the office if you have any questions before your trip.

**WHEELCHAIR/LIFT INFORMATION**

WE CARE's buses are equipped with wheelchair lifts and wheelchair securements. Passengers needing mobility aids must provide their own. WE CARE complies with ADA guidelines in accommodating mobility aids in common use. Wheelchairs are defined to include three or more wheeled scooters and other non-traditional designs that fit within these standards.

For safety and liability reasons, WE CARE adheres to the following guidelines:

WE CARE will not ask a passenger to transfer out of a wheelchair into another seat.

Passengers utilizing a wheelchair will be allowed to transfer to a regular seat in the vehicle, if the passenger requests to do so, and is able to complete the transfer with no assistance from the driver.

The passenger must ensure ramps and wheelchair paths are properly cleared of snow, ice, parked cars, trash, or other obstructions.

An individual who uses a lift will not be refused to disembark at the location of their choosing, unless the lift cannot be safely deployed in that location. If so, the driver will determine the closest safe location for the lift to be deployed.

WE CARE drivers cannot and will not help wheelchair users up or down steps.

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**DAYS AND HOURS OF SERVICE**

Transportation is provided Monday through Friday, from 6:00 AM to 5:00 PM. No service is available on Saturday or Sunday, or the following holidays (or day holiday is observed):

New Year's Day	MLK Day	President's Day	Good Friday
Memorial Day	Juneteenth	Independence Day	Labor Day
Thanksgiving Day	Day after Thanksgiving	Christmas Eve	Christmas Day

**RESERVATIONS SCHEDULING PROCEDURE**

Passengers should call (309) 263-7708 at least 48 hours in advance (6:00 AM- 5:00PM) Monday through Friday to schedule transportation. WE CARE attempts to schedule your ride when you request. Passengers are encouraged to call as far ahead as possible for reservations. The dispatcher will not be responsible for confirming personal appointments. When you call you should have the full address of your destination to give to the dispatcher, (not just "the doctor's office") so that we can time schedule your trip. A pickup or drop off time may have to be adjusted by the dispatcher, in order to maintain efficiency. WE CARE requires a variance of 15 minutes before and after the scheduled pickup time to allow for adjustments or alterations of appointments and road conditions. Therefore, passengers are encouraged to be ready 20 minutes prior to the scheduled pick-up time.

**CANCELLATION PROCEDURE**

In an effort to coordinate and distribute services to the greatest number of people in our service area, the following procedures are in effect:

WE CARE encourages and appreciates patrons who cancel in a timely manner.

Cancellations should be made as early as possible to allow other passengers the opportunity to schedule into that time slot.

If cancellations are made late, not at all, or when the driver arrives, a one-way fare will be charged.

For cancellations call (309) 263-7708, Monday through Friday, 6:00AM- 5:00PM.

**PASSENGER NO-SHOW PROCEDURE**

Scheduling a trip and then failing to use the service without properly canceling, can result in serious transportation and scheduling problems for WE CARE and all of its passengers. It is the responsibility of this agency and its consumers to ensure that as many passengers as possible have the opportunity to participate in the program. All passengers are asked to be ready 20 minutes prior to your scheduled pick-up time. The bus will wait no more than 10 minutes past the scheduled pick-up time before proceeding to the next location. Passengers are expected to be ready and waiting for the bus on arrival. Passengers who fail to board the vehicle within the 10-minute waiting period will be a "NO SHOW" and will be charged a one-way fare.

## **PASSENGER CONDUCT AND RESPONSIBILITY**

WE CARE will not be responsible for checking/signing persons in or out of any facility. If a PCA is needed, it is the responsibility of the passenger to provide one.

WE CARE requires all passengers to be courteous and considerate of other passengers and the driver. Instructions from the driver are to be followed by all passengers. Behavior that may affect the safety of other passengers/drivers, or others will not be tolerated. A case-by-case ruling will decide the continuation of carriage of such persons.

Inappropriate behavior will result in the passenger being suspended from riding on WE CARE vehicles until the situation has been rectified.

Inappropriate behavior includes, but is not limited to, eating, drinking, and use of tobacco products, foul language, disruptive behavior, and harassment of other passengers or the driver, horseplay, fighting, carrying of weapons, possession of illegal drugs or substances or having open containers of alcohol on the vehicle. Transportation of any hazardous substance (acids, gasoline, etc.) is prohibited. Weapons of any sort are not allowed on WE CARE vehicles. Taking of prohibited items on a WE CARE vehicle may result in immediate suspension of service.

Inappropriate behavior will result in a written warning issued by WE CARE. Two written warnings will result in a one-week suspension from service. A third warning will result in a two-week suspension. A fourth written warning will result in a one-month suspension. Written warnings will contain instructions and a form for a timely appeal of the suspension. Inappropriate behavior that may affect the safety of other passengers/drivers, or others will not be tolerated. A case-by-case ruling will decide the continuation of carriage of such persons.

WE CARE requests that all passengers utilize seat belts while the vehicle is in motion.

WE CARE reserves the right to refuse service to any individual violating these procedures. However, WE CARE shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other persons. It is not discrimination under this part for WE CARE to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.

## **PASSENGER COMMENT AND COMPLAINT PROCEDURES**

It is the policy of WE CARE to provide equal services, and opportunity to all persons. No person is to be discriminated against because of race, religion, sex, marital status, national origin, disability, sexual orientation, gender identity, veteran status, or any other basis prohibited by law. If you feel that you have been discriminated against, you may file a complaint with:

TCRC, Inc., DBA We Care Human Resources at (309) 347-7148 or,  
IL State Attorney General's Office at 1-800-243-0618 or,  
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WE CARE is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Please make all recommendations and or complaints to the following address:

TCRC, Inc., DBA We Care  
33. S. 4<sup>th</sup> St.  
Pekin, IL 61554

WE CARE solicits input from our passengers. All comments and complaints will be handled in a timely and efficient manner.

**WE CARE RESPONSIBILITIES**

WE CARE is responsible for providing clean, reliable, safe, and efficient service to our passengers. WE CARE is not responsible for any articles left on vehicles; however, WE CARE maintains a lost and found and individuals may call our offices regarding these items.

WE CARE is responsible for abiding the procedures details in other sections of this service procedure. WE CARE has insurance coverage that complies with legally mandated minimums. WE CARE complies with applicable local, State, and Federal guidelines. WE CARE maintains a drug and alcohol-free workplace. WE CARE, through its association with the Illinois Department of Transportation, has stringent guidelines for maintaining our vehicles. WE CARE is committed to keeping our vehicles clean, and properly maintained, and in safe working order.

**SAFETY**

WE CARE drivers are properly trained and licensed in accordance with state and federal laws.

All passengers are to be seated while vehicles are in motion. All wheelchair passengers will be secured to the vehicle utilizing wheelchair tie-downs.

All WE CARE drivers will provide a safe, secure plan for passengers, their packages, and service animals.

WE CARE drivers inspect their vehicles daily using a thorough Pre-trip Inspection Form and any problems noted are immediately addressed by a qualified mechanic.

WE CARE is committed to the safe operation of its vehicles, including the safe boarding, and exiting of passengers.

**INCLEMENT WEATHER**

WE CARE vehicles may not operate when roads are icy, or unsafe during inclement weather. Should WE CARE close due to inclement weather, it will be broadcast on the local television stations and/or passengers will be contacted on an individual basis.

This document is available in alternative format upon request: (large print, or computer disc.) WE CARE RESERVES THE RIGHT TO MAKE CHANGES TO THIS PROCEDURE WITHOUT NOTICE.

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