



# Your Guide To Ride

- Ride Registration & Certification
  - Reservations
  - Trip Information
    - Fare Rates
    - Ticket To Ride
    - Guidelines
  - Title VI & ADA Information
    - Service Area Map

**877-561-3330 • [www.smtd.biz](http://www.smtd.biz)**

***“We’re Here To Get You There!”***

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

A public transit system servicing the  
communities of Rockton, Roscoe and  
South Beloit, including Rockton  
and Roscoe Townships.

***"We're Here To Get You There!"***

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

- Ride Registration & Certification
  - Reservations
  - Trip Information
    - Fare Rates
    - Ticket To Ride
    - Guidelines
- Title VI & ADA Information
- Service Area Map

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  
SMTD at 779-771-6778.



## A Wealth of Information



Between this *Guide To Ride* and our  
website ([www.smtd.biz](http://www.smtd.biz)), you'll have a  
wealth of information at your fingertips  
regarding SMTD and our invaluable service  
in the greater Rockton, Roscoe and South  
Beloit area. Our *Guide To Ride* is posted  
on the website in both English and Spanish  
if you choose to view online or you can  
download the *guides*. You'll also find a  
*Video Library* and a *Frequently Asked  
Questions* page.

Please visit our website to learn more at  
[www.smtd.biz](http://www.smtd.biz).



## HOW IT WORKS

### Schedule a ride on SMTD!

It's as simple as 1, 2, 3.

#### STEP 1

Complete and file your registration with SMTD by picking up a Registration Form at South Beloit, Rockton or Roscoe Village Halls; Rockton and Roscoe Township offices; or call 779-771-6778 for phone registration. Registration forms can be completed or downloaded from our website at:

<http://www.smtbd.biz/register-ride>

Mail completed form to:

**Stateline Mass Transit District**

**520 Mulberry Street,**

**Rockford, IL 61101**

*Fax to 815-961-0073*

If you qualify for a reduced fare (half rate) category, be sure to include the appropriate paperwork verifying your eligibility. Call 877-561-3330 for details.

#### STEP 2

Call 877-561-3330 to schedule your ride between 8 a.m. - 5 p.m. Monday through Saturday. You may ride curb-to-curb from any origin in the SMTD service area to any destination in the SMTD area, or to transfers points on the Rockford Mass

Transit District or Beloit Transit System at Illinois 173 in Machesney Park or Shirland Ave in Beloit, respectively. SMTD provides special service stops to businesses along the Hwy. 173 corridor, not further west than Hwy. 251, nor further east than Mitchell Rd. *Some pre-approved medical facilities outside of the service area may be serviced.* Contact SMTD for details. Allow for the SMTD vehicle to arrive within 15 minutes of your pick up time.



You are encouraged to make reservations 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 occasion, there may be space available at the last minute.

#### INFORMATION WE NEED

**When making a reservation, please be ready to provide:**

- Your name;
- The date and time you want to be picked up at your point of origin;
- Your pick up address;

- Address where you will be going;
- 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;
- For safety reasons, infant seats must be provided by the eligible customers for children under five years of age.

**The driver will pick you up at the curb. SMTD drivers are ready and willing to assist passengers upon request.**

***Be sure to schedule your return trip at the same time.***

### STEP 3

Pay your fare. **Please have your exact fare ready if paying with cash. Drivers DO NOT carry change** and will need to collect the fare before you depart. Personal Assistants are allowed to ride free of charge if noted on your registration or approved at the time of scheduling. You may also use pre-purchased Ticket To Ride coupons to pay your fare or use the Token Transit app for contactless paying of your fares. If you need more information or have additional questions, please refer to our list of frequently asked questions on our website (“Questions”) or call 779-771-6778.

## HOW DO I CANCEL A RESERVATION?

- **To cancel a reservation, please call 877-561-3330.** SMTD would appreciate at least a 24-hour notice, but please call no later than two hours before your scheduled trip.
  - If you give no notice and you do not take the scheduled trip, that is considered a ‘no show’. Multiple ‘no shows’ may result in temporary suspension of service.
- DO NOT E-MAIL A CANCELLATION** as SMTD may not receive your message in time to cancel your ride.



## RESERVATION & OPERATION HOURS

- Reservations are accepted Monday through Saturday between 8 a.m. and 5 p.m.
- Hours of operation are: Monday through Friday from 5:15 a.m. to 10:00 p.m.
- Saturday: 6:00 a.m. to 6:00 p.m.
- Sunday: 8:15 a.m. to 4:30 p.m.
- SMTD provides NO SERVICE on: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
- An answering machine accepts reservations on these holidays and on Sundays.

# FARE RATES

## COST TO RIDE SMTD:

Fare is based on one-way service and is determined by the following qualifications:

### FULL FARE RATE -

Adult (17-64) years of age \$3.00

### HALF FARE RATE -

Senior (65 or older) \$1.50

Disabled (with prior registration) \$1.50

Youth (5-16 years of age) \$1.50

Child (under 5 years of age) Free  
when accompanied by adult rider.

Personal Care Assistant Free  
when traveling with client pre-approved for a disability.

Veterans (w/prior registration) Free

## TICKET TO RIDE:

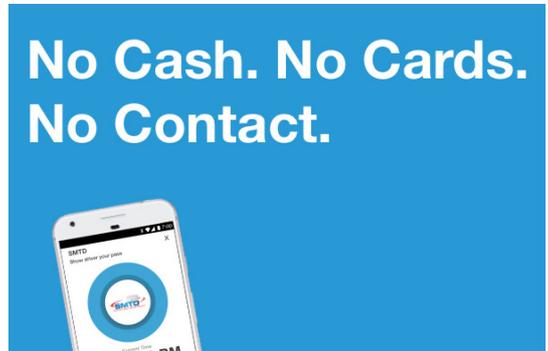


For your convenience, advance sale Ticket To Ride coupons are available for purchase by calling 779-771-6778, or from our website ([www.smtd.biz/fares](http://www.smtd.biz/fares)). Tickets can be purchased in Full Fare Packs and Half Fare Packs:

- Full Fare Packs include (5) tickets per pack and cost \$15.00.
- Half Fare Packs include (10) tickets per pack and cost \$15.00.
- Available with a gift envelope upon request.

## TOKEN TRANSIT APP

Introducing a new way to purchase your fares for SMTD.



SMTD riders now have a new and convenient way to purchase fares. Introducing Token Transit in partnership with SMTD. If you have a smart phone, you can download the Token Transit App from either the Google Play Store or the Apple App Store. Once you have the app, it's easy to purchase your fares using your phone for a contactless "ticket to ride" experience.

## SEND A PASS WITH TOKEN TRANSIT

Pay online and send a pass to any mobile phone number. A unique feature of Token Transit is the ability to purchase fares for SMTD and send the pass directly to a phone. You can purchase a pass online and have it instantly sent to any phone number you choose.

## SERVICE AREA

### SERVICE AREA

The SMTD service area includes Rockton, Roscoe and South Beloit, including Rockton and Roscoe Townships. Registered clients may ride anywhere within the service area, and can connect with the Rockford Mass Transit transfer spot at Target on Hwy. 173, or at the Beloit Transfer Center at 225 Shirland Ave., adjacent to Beloit City Hall. SMTD also provides special service stops to businesses along the Hwy. 173 corridor,



not farther west than Hwy. 251, nor farther east than Mitchell Rd., including the Illinois National Guard Armory. In addition, SMTD provides special service to pre-approved medical facilities outside the service area, including Rockford, Loves Park, Machesney Park, Beloit (WI) and Town of Beloit (WI), however, *one end of each trip must begin or end within SMTD's service area.*

## TRIP INFORMATION

### HOW DO I RIDE STATELINE MASS TRANSIT?

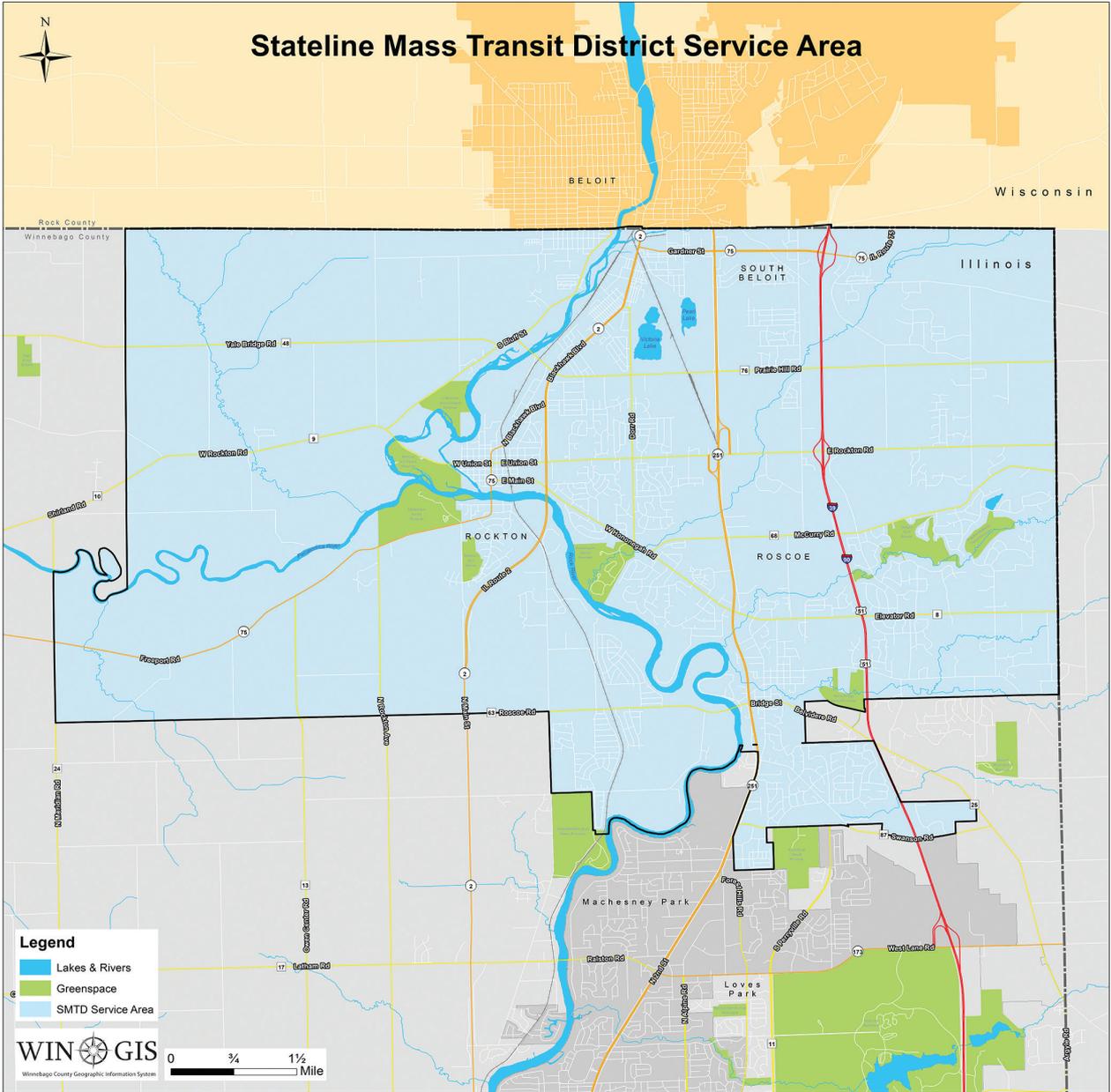
There is a scheduled arrival time and you must be ready when the SMTD vehicle arrives. The driver can wait only five (5) minutes for you to board. We will give you a boarding time, and there may be additional stops before reaching your destination.

#### **Please Remember These Guidelines:**

- You may ride from any origin in the SMTD service area for any purpose as long as you have filled out a Registration 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 pick-up time is scheduled for 8:00 a.m., the vehicle may arrive anytime between 7:45 a.m. and 8:15 a.m.
- If the vehicle has not arrived 20 minutes after your scheduled time, please call SMTD at 877-561-3330.
- Please be ready at least 15 minutes before your vehicle is scheduled to arrive. You should meet the vehicle when it arrives.
- Our service is a curb-to-curb service. Drivers are ready and willing to assist passengers upon request.

Cont. on page 14

# SERVICE AREA



**STATELINE MASS TRANSIT DISTRICT SERVES ROCKTON, ROSCOE AND SOUTH BELOIT, INCLUDING ROCKTON AND ROSCOE TOWNSHIPS.**

- We require the driver to collect your one-way fare before departure. **Please have your exact fare ready. Drivers DO NOT carry change.** Your fare for your return trip will be collected by the driver assigned to your return trip, which may or may not be the same driver. Personal assistants are allowed to ride free of charge if registered at time of scheduling.
- Before departure, the driver will:
  1. Secure your wheelchair, or
  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 GET THERE ON TIME?

SMTD is dedicated to providing safe, efficient, affordable and dependable transportation.

***“SMTD Is Just A Phone Call Away...  
We’re Here To Get You There!”***

### To better help us serve you, please be aware of the following:

- Make reservations up to 2 weeks in advance, but no later than 24 hours in advance.



- 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.
- A customer may not request or refuse to ride with specific drivers.

### Because you may share a vehicle with other customers, we suggest:

- Allow at least one hour to reach your destination. In some cases, it may be longer depending on the distances.
- Allow for time spent picking up and dropping off other customers before reaching your destination.
- Be prepared for delays due to traffic or bad weather. Consult website for emergency announcements.

- Plan ahead for 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 SMTD at 877-561-3330. We will send another vehicle as soon as possible.**

## GUIDELINES

### HOW CAN WE ACCOMMODATE YOU?

Carry on packages are welcome. To accommodate you and other passengers, please limit the number of carry on packages to what you can carry yourself. SMTD would like to remind passengers that the drivers only provide assistance of loading and unloading packages under the following conditions:

- The passenger makes a request;
- The driver requests permission from the dispatcher; and
- The driver is authorized to do so.

If we authorize assistance, the driver will determine the amount of packages that

they can physically handle in a timely manner. SMTD will assist wheelchair customers where ramps are provided. Drivers are prohibited from assisting passengers with any stairs.

**It is our mission to provide safe, efficient, affordable and dependable transportation;** therefore, we are unable to honor specific requests for the following:

- (a specific) driver;
- (a specific) vehicle;
- (a specific) seat.

### CAN I BRING A TRAVELING COMPANION?

- Personal assistants are allowed to ride free of charge, if such a need is indicated on your registration form or requested at the time of scheduling your ride.



- Companions are welcome to ride with you at their qualified fare rate as defined on page 8 of this guide.
- SMTD requires you to reserve a space for your companion or your personal assistant when scheduling your reservation.
- Children accompanying you are considered travel companions. You must reserve space for children when scheduling your trip. See page 8 of this guide for rate.



- Guide dogs and other service animals are allowed to accompany you if such a need was indicated on your SMTD registration or at the time of scheduling your ride. Please advise SMTD when scheduling your trip that a service animal will be accompanying you. Family pets will be allowed if confined to a pet carrier.

## RIDER ETIQUETTE

- No smoking, eating or drinking on the bus.
- Passengers using audio visual devices must use a headset (ear phones) and keep the volume low. This also includes the use of cell phones and two way communications.



- No foul language, shouting or singing.
- It is good bus etiquette to surrender your seat for senior citizens, persons with disabilities, or mothers with infants.
- Passengers are required to keep the aisles clear of strollers, shopping carts, grocery bags, etc.
- Strollers must be folded up prior to the bus arriving at a stop and babies must be carried onto the bus.
- Shirts and shoes must be worn on the bus.
- Please keep all body parts inside the vehicle.
- Do not throw any objects out of the window.



## Title VI & ADA

### Stateline Mass Transit District (SMTD) Title VI/Americans with Disabilities Act (ADA) Plan

Policy Statement  
May 21, 2020

- Please keep feet on the floor and not on the seat.
- Please keep all packages off the seat and clear of the aisle.
- As a safety precaution to our patrons, your trip may include use of audio or video electronic surveillance.

**Follow the direction and requests of the driver at all times. Failure to follow these guidelines may result in removal of the individual or individuals from the bus, or temporary suspension from use of the SMTD system.**

The SMTD is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the SMTD in accordance with *Title VI of the Civil Rights Act of 1964* and related nondiscrimination authorities.

For complete information on the SMTD *Title VI / Americans with Disabilities Act (ADA) Program*, contact SMTD or visit our website.

If you feel you have been discriminated against, or for complaints, please contact Sharon Hecox, SMTD Executive Director, at 779-771-6778.

SMTD seeks to provide a safe, affordable and reliable service to all persons. **SMTD will, upon request, make reasonable modifications to accommodate individuals with disability. Individuals needing special accommodations should contact 877-561-3330.**

*Stateline Mass Transit District receives funding provided by the Federal Transportation Administration and the Illinois Department of Transportation.*



**SMTD is active in numerous community events throughout the year.**

## **Notice of Nondiscrimination - SMTD**

- The SMTD is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the SMTD in accordance with *Title VI of the Civil Rights Act of 1964* and related nondiscrimination authorities.
- Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the SMTD.
- For more information on the SMTD's civil rights program, and the procedures to file a complaint, contact 779-771-6778, Email [info@smttd.biz](mailto:info@smttd.biz); or visit our administrative office at 11722 Main St., Roscoe, IL 61073.  
For more information, visit:  
<http://www.SMTD.biz>
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
- If information is needed in another language, contact 779-771-6778. Si se necesita informacion en otro idioma de contacto, 779-771-6778.

**I have listed my emergency contact person as:**

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*(Please remember to update as needed.)*

***For up-to-date information and announcements, check out our Facebook page, our website, and/or join our V.I.P. TEXT Club by texting SMTD to 815-269-9199. We also have a YouTube channel with our TV ads.***

**JOIN SMTD's  
TEXT CLUB!**

**Text: SMTD**

**To: 815-269-9199**





*"We're Here To Get You There!"*

## **Contact Information:**

**11722 Main St., Roscoe, IL 61073**

**Phone: 779-771-6778**

**Fax: 815-770-5989**

**Ride Scheduling: 877-561-3330**

**E-Mail: [info@smtd.biz](mailto:info@smtd.biz)**

**Web Site: [www.smtd.biz](http://www.smtd.biz)**



Scan the code to visit our website.

**For route information on RMTD or BTS,  
please call or visit website:**

**Rockford Mass Transit District**

**815-961-9000 • <https://rmtd.org/>**

**Beloit Transit System**

**608-364-2870 • <https://www.beloittransit.com/>**

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