

2025

The City of Decatur Illinois Public
Transit System



Riders Guide

9/15/2025

INTRODUCTION: DECATUR MOVES MICROTRANSIT

Decatur Moves is a shared ride, curb-to-curb microtransit service that provides flexible rides within designated service zones. Decatur Moves is available to the general public and is ADA accessible.

Riders can travel directly between locations, for example, from home to the grocery store, or they can connect to the fixed-route bus system by booking a trip to a mobility hub. The service utilizes accessible vehicles, primarily minivans, equipped with GPS navigation and advanced technology that provides dynamic routing to group riders together that are traveling in similar directions.

Through the development of Decatur Moves, the Decatur Public Transit System (DPTS) strives to bridge the gaps in public transit, especially in areas where fixed-route bus service is not feasible. This new transportation service allows for a more accessible and equitable transit network for the City of Decatur.

Decatur Moves services all of Macon County.

HOURS OF SERVICE

5:00 a.m. - 8:00 p.m., 7 days a week

Holidays

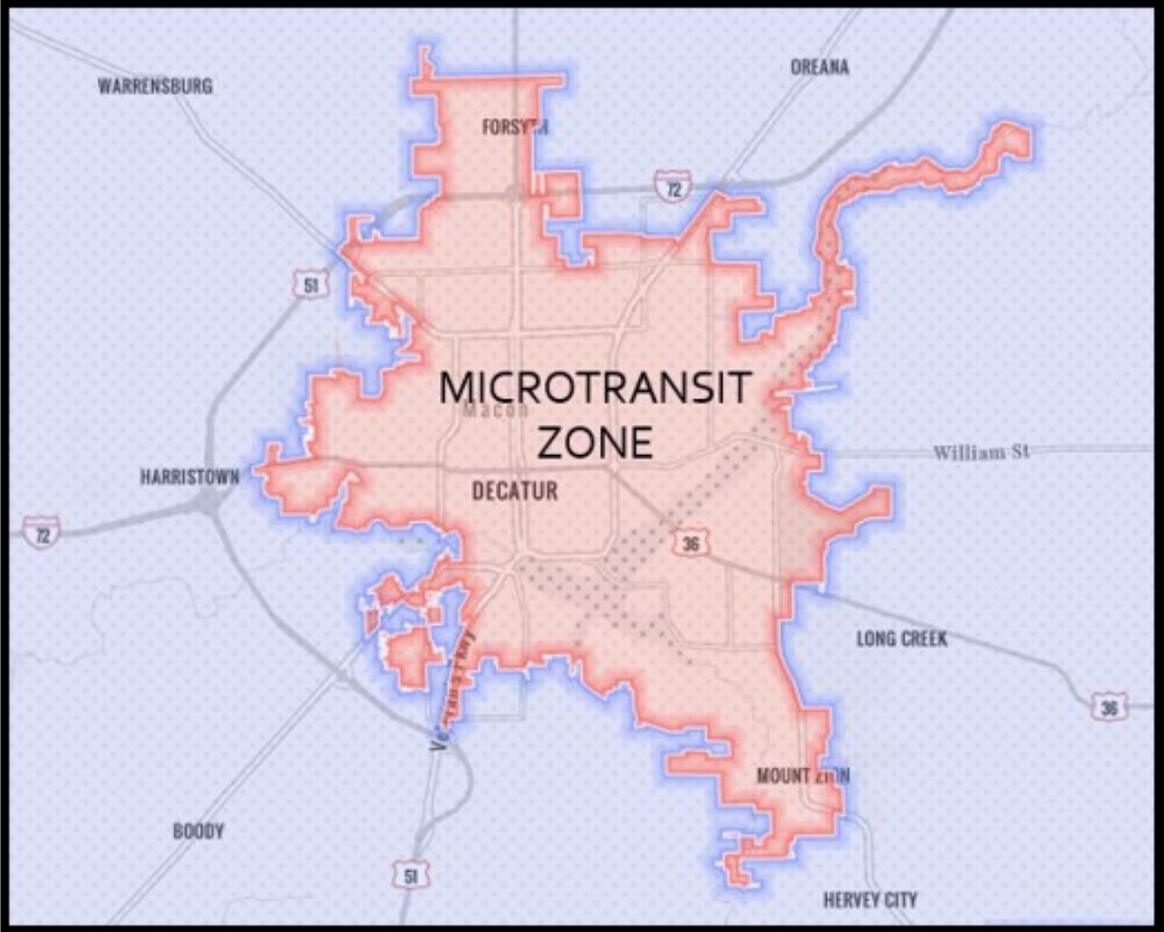
There will be no service on the following holidays:

New Years Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day

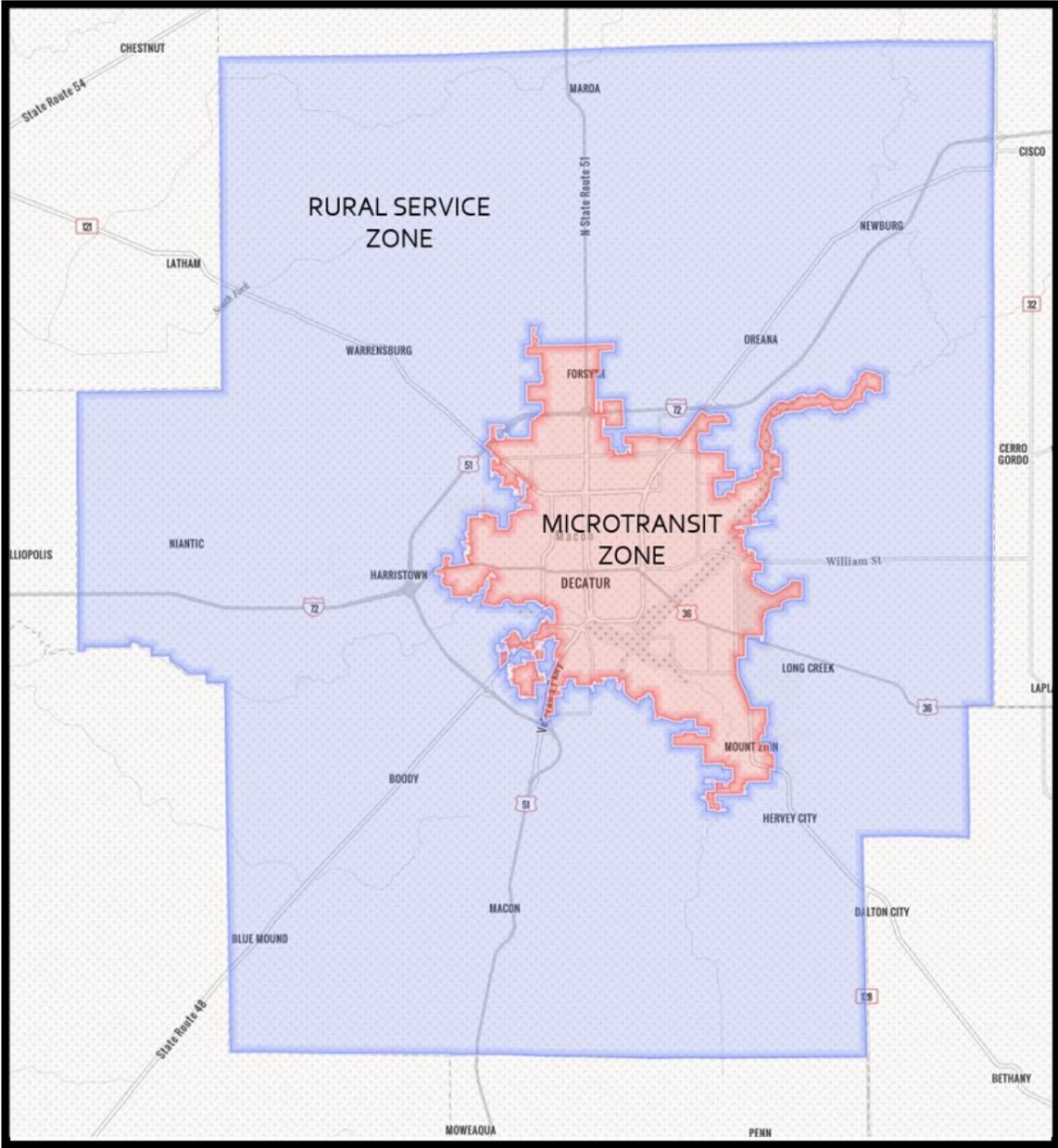
SERVICE AREA

Decatur Moves Zones

The Urban Microtransit Zone covers the city of Decatur as well as the surrounding bordering cities of Forsyth and Mt Zion.



The Rural Microtransit Zone covers the outlying Macon County areas as depicted in the zone map below.



BOOKING A RIDE

Mobile App

Download the Decatur Moves  mobile app, available on the Apple App Store and the Google Play Store.

Use the app to plan a trip, book a ride, pay the fare, and track your ride.

Phone

Call (217) 424-2821 to schedule a ride or for assistance.

No flag down or walk-on trips shall be permitted.

Web

Visit DecaturMoves.com to plan a trip and book a ride.



Prepare to Book a Ride

Please have the following information ready

- Name and phone number
- Address – Complete pick-up & drop off addresses including business name, apartment number, etc.
- Time – select a ride time using one of the following options
 - **Leave Now** – will look for a ride as soon as possible
 - **Arrive By**– if there is a specific time that you need to be at your destination, this method will assign a pick-up time accordingly
 - **Leave At**– if you prefer to specify the time that you would like to be picked up for your ride, please use this booking option
- Accessibility Features – include any items that you will be transported with to ensure space on the vehicle (e.g., wheelchair, scooter, walker, service animal)
- Payment – payment cards can be securely saved on your profile to pay for trips or to load a digital wallet with funds for future trips.

IMPORTANT: Return trips must be booked separately if needed.

FARE

The fare is \$2.00 per passenger per ride for Urban Microtransit.

The fare is \$5.00 per passenger per ride for Rural Microtransit.

Youthful riders must be at least 13 years old to ride without supervision.

FREQUENTLY ASKED QUESTIONS

What is a pick-up window?

Upon booking a ride, you will be provided with the estimated time of arrival (ETA) of the driver as well as a pickup window. The window is 15 minutes before and 15 minutes after the scheduled pick-up time, during which a driver may arrive and is still considered to be on time.

What if my plans change and I no longer need the ride I booked?

As a courtesy, please cancel your ride as soon as you know that it will not be needed. Rides can be canceled easily via the mobile app or by calling the Decatur Moves line (217) 424-2821. If the trip is canceled at least 10 minutes prior to the scheduled time, you will not be charged for the ride.

How long will a driver wait at a pickup location?

Drivers will wait **2 minutes** at a pick-up location for a rider to approach the vehicle. If the drivers arrive early, they will wait until the scheduled pick-up time to begin the 2-minute wait. Download the Decatur Moves mobile app to track your ride and receive live updates about delays or notification of your driver's arrival.

What happens if I miss my ride?

Once a driver has departed from the pick-up location, you will need to book a new ride.

How many passengers can I include in my reservation?

It is possible to book a ride for up to 4 passengers, as this is the capacity permitted by the vehicles. If your group includes more passengers or mobility devices that may impact capacity, it may be necessary to divide the group and book more than one ride in order to accommodate.

Can I ride Decatur Moves with my service animal?

Yes, service animals that provide general assistance may ride microtransit vehicles. Service animals must be under the passenger's control at all times. Please include information about your service animal in your trip reservation.

Can I bring personal items or grocery bags onto the vehicle?

Yes, however, due to space and time limitations, the amount of shopping bags and/or personal items are restricted to those that can be easily handled by the passenger and carried aboard without assistance or delay to the vehicle. The carry-on items must fit either on the passenger's lap or within the space of their seating area. Small hand carts are acceptable.

Will drivers meet me at the door?

Curb to Curb service does not allow operators to assist passengers inside their residences or places they travel to. If you require such assistance, Operation Uplift may be a better service for your transportation needs. Please refer to the Decatur Public Transit web site to learn more about [Operation Uplift](#).

Can children ride on Decatur Moves?

Passengers of all ages are welcome to ride the service. Youthful riders must be 13 or older to ride independently. If your child requires a car seat or booster seat, you must bring and secure their appropriate seat or booster when riding the service. Please refer to the Children's Policy for additional guidelines.

Can I get picked up or dropped off outside of the service zone?

Decatur Moves operates exclusively within the boundaries of Macon County.

Can I get picked up or dropped off at one of the High Schools?

To help reduce congestion in school zones, Decatur Moves does not provide service to local high schools during regular drop-off and pick-up hours Monday-Friday. Rides to and from the local high schools are available outside off peak hours – perfect for getting to games, meetings, and other after-school or weekend events.

IMPORTANT INFORMATION

Seat Belt and Wheelchair Considerations

- Each passenger **must** use a seat belt; it is the law in the State of Illinois. If using a wheelchair, the mobility device must be secured to the vehicle in such a way as to prevent it from moving while the vehicle is in motion. The lap and shoulder belt provided by the securement manufacturer must also be used.
- **Ramp specifications:** DPTS will transport passengers in mobility devices to the extent possible with our equipment. The combined weight of the user, mobility device, and all belongings and accessories cannot exceed the capacity of the microtransit minivan ramps, 1,000 lbs. The mobility device must not extend into the aisle after being secured. The ramps on the microtransit minivans are 30” wide.
- Call DPTS if you have an oversized mobility device or if you have concerns about your device being compatible with the lift or ramp.
- **Boarding separately from wheelchair:** A wheelchair user’s request to board a microtransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift will be granted.
- If a passenger uses a mobility device and has steps at their residence or destination, they must arrange for someone to assist them with the steps.

Operator Responsibilities

- The DPTS operators must legally park and secure their vehicle on a public roadway or parking lot. Vehicles cannot pull into or back into residential driveways.
- Operators may not enter personal residences, nor may they enter a building beyond the main door/foyer.
- The operator must be able to maintain the sight of their vehicle at all times.
- Passengers will be assisted from their door during extreme weather upon request.
- The driver will not traverse pathways that have not been fully cleared of snow, ice, or debris, unless an extraordinary circumstance arises which puts the operator or passenger in immediate danger, or an emergency arises

- Pick-up and drop-off locations with multiple entrances: Requests to be picked up at home, but not at the front door of the residence, will be granted as long as the requested pick-up location does not pose a safety risk. Please include this information in the ride booking.
- Private Property: DPTS operators are not required to violate the law or lawful access restrictions to meet the passenger's request.
- The DPTS operator is responsible for the safe operation of the vehicle in which the passenger is riding. The operator must be able to fully devote his/her attention to the task of driving whenever the van is in motion.
- All trips are recorded by an in-vehicle camera system for the safety of our passengers and drivers.

Please contact the DPTS Operations Manager at (217) 542-3534 if you have concerns about your requests for assistance.

Weather Conditions

When weather conditions are not favorable to travel, passengers should expect delays and possible cancellation of the requested trip. Fog, snow and rain can cause considerable delays in travel.

In the event of any snow accumulation, the trip may be canceled if the pick-up address street has not been plowed or in the event several of the streets that the vehicle must travel to have not been plowed.

DPTS POLICIES

Service Animals

Service animals that provide general assistance to a person with specific disabilities may ride on microtransit vehicles. Service animals must be under the passenger's control at all times. A passenger's request that the operator take charge of a service animal will be denied. Caring for a service animal is the responsibility of the passenger or a personal care attendant.

Pets

Only small pets in protective carriers are allowed on microtransit vehicles. Carriers cannot take up seats, seating areas, or obstruct pathways on vehicles and must be able to be carried on by a single person. To ensure comfort of others, animals in carriers need to behave in such a way that does not disturb others. DPTS reserves the right to remove from transit vehicles or property any animals (including service animals) which act aggressively or pose a direct threat to others.

Children, Car Seats, and Strollers

Children under 13 years old must be accompanied by a responsible party.

Children under 7 years old or who weigh less than 40 pounds must be secured in an approved child safety seat. Parents must provide car seat/booster seats for children per Illinois law. Parents/Guardians are solely responsible for securing the appropriate child safety seat or booster. Children are prohibited from riding on another passenger's lap per Illinois law.

Strollers are permissible on microtransit vehicles; however, they must collapse. Non-collapsible strollers are prohibited.

Excessive No Shows

A **no-show** is a trip that is not cancelled at least 10 minutes prior to scheduled pick up time and is not completed by the rider when the vehicle arrives within the designated window, and the driver waits at least 2 minutes for the passenger.

To provide efficient, courteous, safe, and responsible transportation to our patrons, the DPTS invokes the following to define, record, and limit no-shows on the DPTS microtransit service while complying with Federal Transit Administration (FTA) regulations.

It is the policy of DPTS to record each customer's no-show and apply appropriate sanctions when customers establish a pattern or practice of excessive no-shows. The policy is necessary in order to recognize the negative impact no-shows have on the service provided to other passengers.

Suspension

Passengers with a no-show percentage greater than 50% of their scheduled trips for any 30-day period, with a 6-trip minimum, will be considered in violation of the "No Show" policy and will be notified with the following:

A warning with notice of the pending suspension, with the following supporting information:

- An explanation of pending suspension
- Specific trip data and proving criteria is met for suspension
- How you may appeal the suspension.
- Start and end dates of suspension

All suspensions will begin no sooner than 10 days after the issuance of suspension notice.

Suspension durations are to last as follows:

- 1st suspension - 7 days
- 2nd suspension - 14 days
- 3rd suspension - 28 days

Any subsequent suspension will last 28 days. The rider has the opportunity to have all subsequent suspensions expunged if they stay suspension free for a period of 180 days.

Microtransit service shall be provided to the passenger during the time the appeal date is determined. If the person refuses to attend the appeal hearing, microtransit service will be suspended until an appeal hearing is scheduled.

Appeal

Passengers may appeal a suspension decision by notifying the General Manager by phone (217) 520-0359. The General Manager will contact passengers within 5 business days of receiving a notification to schedule a meeting time to hear the appeal.

A passenger who has been suspended or terminated may appeal the denial of service in writing, by mailing a letter to:

General Manager
Multi-Modal Transit Center
353 E. Williams Street
Decatur, IL 62523

- The written request must be received within 60 days of the date of the notice of Suspension/Termination.
- Upon receipt of the appeal request, the Administrator will schedule an appeal hearing with the individual as soon as possible.
- Every effort will be made to schedule the hearing within a two-week period following receipt of the request.
- Upon conclusion of the appeal hearing, the City of Decatur will render a decision on the appeal.

Passenger Conduct

The City of Decatur oversees fixed route, paratransit and microtransit transportation services within the Decatur Urbanized Area through the City's transit provider contract with MV Transportation through Decatur Public Transit System (DPTS). The safety and security of all public transit passengers and operators is of the utmost concern to the City of Decatur and DPTS. Every member of the riding public has an obligation to contribute to the safety of others riding the bus by refraining from inappropriate and seriously disruptive behavior at bus shelters, stops, and transit facilities.

To this end, a standard of conduct is expected from every patron using the City of Decatur Public Transit System. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using the City's public transit services and facilities. Seriously disruptive, inappropriate behavior, or recurring incidents will result in immediate loss of riding privileges. For customers thirteen and under, parents or guardians will be contacted in the event of the customer not adhering to passenger conduct policies.

Inappropriate behavior is conduct that does not demonstrate respect for the rights and dignity of others. If it interferes with the orderly operation of transit services, and/or damages public property, it is disruptive and violates the rules of riding the bus. Inappropriate behavior includes, but is not limited to the following:

- Profanity, loud music with offensive profanity
- Refusal to share seat with another passenger
- Distracting the operator
- Loud music
- Eating or drinking on a transit vehicle
- Pushing and jostling when getting on the transit vehicle.

Serious disruptive behavior

- Threats and/or Physical or verbal abuse
- Unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial implications.
- Possession of a weapon on or around transit facilities

- Damaging or destroying transit facilities, the property of another passenger or operator
- Discourteous treatment of passengers or transit operators
- Consumption of alcoholic beverages or illegal drugs.
- Smoking of any kind, including electronic smoking devices
- Bodily fluids or feces released from the passenger.

Disruptive passengers as described above should be handled carefully to protect the safety of other passengers, the operator, and maintain the safe operation of the transit system. Care should be taken by DPTS employees to help ensure a resolution to the situation that does not make the experience more disruptive for other passengers. The operator will request police and/or supervisory assistance when the situation warrants. These situations shall be handled in a fair and consistent manner. The van operator shall document all incidents involving disruptive passengers via an Incident/Accident Report.

DPTS reserves the right to immediately refuse microtransit service to an individual when necessary to protect the health and safety of other customers or employees.

Other issues related to passenger conduct

Body odor, perfumes or other physical hygiene problems may disturb reasonable comfort of other passengers.

Passengers should be considerate of others in regard to the above-stated conditions. In addition, an operator may request direction from dispatch and/or a supervisor for any notice to be given to customers to correct any hygiene concerns. Although not an incident that may cause a suspension of service, all passengers have an obligation to consider the reasonable comfort of other passengers.

Conduct that is determined to be due to the disability of the customer may not result in suspension.

Seriously disruptive passengers will be handled in the following manner:

- After the first incident, a warning may be issued to the passenger by the Operations Supervisor or Safety Officer. Warnings thereafter could include a potential service suspension or service termination for the passenger for and upon any future disruptive incidents caused by the passenger.

- DPTS management may issue a service suspension or termination. Microtransit operators, supervisors, security and management staff may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a DPTS vehicle or the operation of the transit vehicle.
- Only the management of DPTS services may issue a service suspension or service termination. A van operator may temporarily deny service in an emergency situation only. In these extremely rare situations, dispatch should be immediately contacted
- The second documented incident by an Operations Supervisor or Safety Officer, will result in a suspension of service.
- Passengers who receive a warning of any kind from DPTS may, within thirty (30) days of the date of the warning, file a written response with DPTS and request, in writing, to meet with the General Manager to discuss and review the incident. The General Manager shall meet with the passenger upon timely receipt of a written request.
- It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based on a review of these factors. Every effort will be made to mitigate the circumstances when possible. It must be noted that under serious circumstances, a suspension or termination of services may be issued immediately or after the first or second incident.

Federal regulations stipulate:

It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse 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 of entity or other persons.

This policy is developed in part in accordance with the Americans with Disabilities Act. The determination of whether an individual poses a direct threat to the health

or safety of others will be made through an individualized assessment. In any event, a range of consequences will be used to address violations of this policy.

Service Suspension / Termination

- Should a service suspension or service termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a “Letter of Suspension/Termination” will be sent documenting the reasons.
- Documenting the reasons for and conditions of the service denial and shall include the individual’s right to appeal, if any, and the requirements to file an appeal.
- If you wish to appeal the decision, please write a letter within 60 days to:

General Manager
Multi-Modal Transit Center
353 E. Williams Street
Decatur, IL 62523

Accessibility

The Federal Transit Administration (FTA) and the Americans with Disabilities Act of 1990 (ADA) require mass transit providers to make certain services available to the handicapped community to enable them to make use of public transportation. Decatur Public Transit System also desires to ease the burden on those with handicaps wanting to use our services. Therefore, the following services will be implemented.

Service animals shall be allowed to accompany passengers on all DPTS vehicles and in all DPTS facilities. Please note that animals other than dogs may be service animals, and that persons with disabilities other than visual impairment may require the assistance of a service animal.

Passengers who use respirators or portable oxygen will be provided with service on all vehicles. No prior approval shall be required.

All microtransit vehicles are equipped with wheelchair lifts or ramps and will be available to passengers who use mobility devices. Ambulatory passengers who have

difficulty navigating steps will also be afforded service on the lifts and ramps. Wheelchair lifts and ramps will be deployed as needed providing it is safe.

It is DPTS policy that all mobility devices will be secured on all vehicles using the securement system provided, and that all mobility device users avail themselves of the safety belt/straps for their safety. If a mobility device user refuses to use the safety belt/straps, DPTS will require them to sign a waiver.

DPTS recognizes that individuals with disabilities using or not using mobility devices require more time to board and disembark from microtransit vehicles. Operators will not hurry passengers with disabilities but will encourage such passengers to take their time so as not to hurt themselves or others.

Title VI

The City of Decatur, Decatur Public Transit System, and MV Transportation operate its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint.

For more information on DPTS's civil rights program, and the procedures to file a complaint, contact the Title VI Officer at (217) 542-3559, visit our Multi-Modal Transit Center at 353 E. Williams, Decatur, IL 62523, or our website at <https://decaturil.gov/departments/transit/information/>

QUESTIONS, COMMENTS, CONCERNS

We understand that questions or concerns may arise as a result of the service limitations. If you have any questions, comments or suggestions, please contact the Transit Manager at (217) 542-3534.