

Arrivals and Late Arrivals

Passengers should be ready to depart when the vehicle arrives. The drivers are instructed to wait no longer than **five minutes** after the scheduled time. If your vehicle has not arrived within 25 minute late window, you may then elect to cancel/decline the ride with no penalty. Please remember to call and cancel the late ride and/or any return rides you may have scheduled. Vehicles arriving within five minutes before or 25 minutes after the scheduled pick-up time are considered within the window of service, please call the Connect Mobility staff at **309.828.9833**.

Rider Rules

The Connect Transit goal is to provide a safe, comfortable, commute for individuals traveling on Connect Mobility vehicles. To assure a pleasant commute for all, please observe the following rules:

- *No eating on the bus is allowed in the vehicle, and drinks must be in a spill-proof covered container.*
- *Smoking is prohibited on vehicles.*
- *Proper attire, including shirts and shoes or appropriate foot attire, is required on vehicles.*
- *Personal music devices are allowed with head phones as long as the sound is not audible to others.*
- *Please do not distract the driver while the vehicle is in motion.*
- *Medication(s) and other personal belongings are the responsibility of the rider to plan for when riding Connect Mobility.*

Wheelchairs and Mobility Devices

All vehicles used for service in Connect Transit are 100 percent ADA accessible. Vehicle operators will assist customers in boarding and deboarding the Connect Mobility vehicles as needed.

A wheelchair is defined as: A mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.

Driver Services

Drivers will assist passengers who are unable to maneuver themselves from their door or designated pick-up location to the vehicle, provided it is safe for them to do so.

Drivers are Allowed to:

- *Maneuver your wheelchair if you need assistance from the vehicle curb to the door of the vehicle.*
- *Lend a steady arm if you need assistance.*
- *Provide directions or act as a sighted guide to/from the vehicle if you are visually impaired. If you feel you need assistance, please notify the driver.*

Drivers are Not Allowed to:

- *Operate or push your equipment or shopping cart up or down stair or steep inclines*
- *Lift or carry riders*
- *Carry packages or other items*

Drivers are trained not to perform these activities. Please do not make these requests of your driver.



351 Wylie Drive
Normal, Illinois 61761



Connect Mobility Rider Guide

Your guide to using Connect Mobility's curb-to-curb paratransit service.

Connect Mobility ADA Paratransit Service

For passengers who are functionally unable to use the Connect Transit fixed route buses, there is Connect Mobility curb-to-curb paratransit service. Connect Mobility is provided in accordance with the Americans with Disabilities Act and everyone who uses the service must be certified. You will find within this guide information you will need to use the Connect Mobility ADA Paratransit services. Please review this carefully. If you have any questions, please feel free to call our offices at **309.828.9833**.

Who is eligible for Connect Mobility ADA Paratransit Service?

The ADA regulations provide that a person may be eligible for Paratransit services under the following two categories:

1. Any individual who cannot independently negotiate the fixed route bus system (board, ride, disembark from a bus).
2. Any individual who because of his or her disability, cannot access a bus stop to board the fixed route bus or cannot access his or her final destination after disembarking from a fixed route bus. Two important qualifiers are included in the regulations. First, environmental conditions and architectural barriers not under the control of the public entity do not, when considered alone, confer eligibility. Inconvenience in using the fixed route bus system is not a basis for eligibility.

Temporary eligibility is provided to customers who have a temporary disability that prevents them from using the Connect Transit bus system. Eligibility is generally provided for short periods of time, and for the time expected to recover from a temporary condition. Customers must notify Connect Mobility staff if additional time is needed. For information regarding eligibility, please contact the Connect Transit staff at **309.828.9833** or go to **www.connect-transit.com** to download an eligibility application.

Hours of Operation and Service Area

Connect Mobility operates during the same hours as fixed route, and Flex service. The service operates within the corporate city limits of Bloomington-Normal. A supplemental service zone exists outside of the service area required by ADA. The supplemental service area is determined by the current Connect Transit fixed route bus system. Special reservation policies apply to travel within, into or out of this area. You will be informed as to whether you live in the supplemental service area when your eligibility is determined.

Call Before You Move

Connect Transit's goal is provide the best customer service possible. As a suggestion to help serve its riders, Connect Transit would like to remind customers to call before changing residences to verify that public transportation is available where they are moving. Connect Transit understands that transportation is critical to our mobility clients, and that it is just as important to others on our fixed route service. Don't leave yourself without a ride. One call is all it takes to our Connect Transit staff at **309.828.9833**.

Fares

The Connect Mobility ADA Paratransit service fare is broken down into various categories. The following outlines the rate schedule for a one-way trip

\$1.25 base cash
(one way)

\$40 Unlimited Connect Mobility
ADA Paratransit monthly pass
(expires 30 days after activation)

Free Personal Attendant

NOTE – Passengers are responsible for paying their fare at the time of boarding. Failure to do so may result in the customer not being transported.

Companions are charged at the same fare amount as the ADA passenger. Please have the exact fare ready.

Drivers do not make change, and do not accept checks or credit cards.

Paperless Fare

Paper passes are issued to clients when purchasing a monthly pass. Connect Transit will also make a notation in the client's file that a monthly pass was purchased, and all drivers will be notified that the client is eligible to ride for that paid month. Please note that the fare will be updated to client file the day after the purchase is processed. No payment will be required for each ride scheduled during this month.

Reservations

Reservations can be made by calling Connect Transit staff at **309.828.9833**. Reservations may be made from one day to 14 days in advance of the day of travel. You may call on Sunday or on a Holiday and make a reservation if your trip falls on the next available business day. Sunday/Holiday reservation information must be left on voicemail and a staff member will follow up with you on the next available business day. Please note – there are special reservation policies for travel, including travel within the supplemental service zone.

Please Have the Following Available:

- Your Name
- The day and date of your trip
- The exact street address, building or facility name, including the apartment, building, or suite numbers, for both pick-up and drop-off locations, and if you have it a phone number for your destination.
- The type of mobility aide(s) you will be using (i.e., wheelchair, walker, etc.)
- The number of people traveling – will you be taking a companion or Personal Care Attendant?
- The time you wish to be picked up, or in the case of a work, school, or medical appointment, the time you need to be at your destination

Please Note:

- Trips may originate from any location within the ADA Paratransit service area. Rides may be one-way, round trip, or multiple rides.
- Once a ride has been scheduled additional people cannot be added.
- No changes can be made to any trips on the day of your scheduled ride.

The Connect Mobility staff will do their best to accommodate the times that you desire; however alternate times may be offered. The Connect Mobility staff may negotiate the times of your trip by one hour. For example, if you would like to be picked up at 10 a.m. and that time is not available, we may offer you a trip as early as 9 a.m. or as late as 11 a.m.

The interval between the pick-up times on the same day is recommended to be at least two hours. For example, if your scheduled pick-up time is 10 a.m., it is recommended that you do not schedule your next ride until 12 p.m. This will help ensure you have the arrived at your first destination with enough time to travel on your second return ride.

Subscription Service

Subscription service is available for trips that are considered as being consistent and repetitive where continuation will extend over a period of at least 90 days. Once subscription service goes into effect, there is no need for additional reservation calls.

There are three categories of subscription requests, each with different criteria:

1. *Weekly trips – will occur at least three (3) times a week over a seven day period.*
2. *Weekday trips will occur at least two (2) times, Monday through Friday.*
3. *Weekend trips – will occur at least one (1) time on Saturday*

To be considered for subscription service, a person must demonstrate a pattern of no excessive cancellations or no-shows. Requests may be made by contacting a Connect Mobility Staff.

Connect Transit offers subscription service as an optional component of service. Subscription services are allowed under the American Disabilities Act (ADA) of 1990 but not mandated. Your request may be placed on a waiting list. When space becomes available, the individual will be notified. Requests are maintained for four months, after which, you may re-apply.