

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 **828.7511**.

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 309.828.7511.