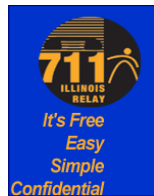




## Rural Transportation for Champaign County



Champaign County Phone:  
(217) 344-4BUS (4287)

TTY call 711 - Illinois Relay

[www.ruraltransits.org](http://www.ruraltransits.org)

## TABLE OF CONTENTS

ADA Policy	3
Rural transportation For the general public of Champaign County	4
Instructions for using 711	6
Bad Weather Policy	7
Comments or Complaints	7
Disruptive Client Policy	7



### Funded By:

Illinois Department of Transportation  
Community Donations  
Federal Transit Administration  
East Central Illinois Area Agency on Aging

**Large print, audio CD or braille versions of this brochure available upon request**

Updated 03-2014

HOW TO RIDE GUIDE

## AMERICANS WITH DISABILITIES ACT POLICY

**Purpose:** CRIS Rural Mass Transit District provides transportation to meet the needs of the community, including the elderly and persons with disabilities.

**Policy:** Safe and accessible transportation will be provided to riders in Champaign County.

### Special Instructions and Equipment Procedures:

- Lift and Securement Use:
  1. All wheelchairs will be secured according to manufacturer's guidelines using the tie down devices kept in the vehicle. If however, a wheelchair cannot be secured, the supervisor is contacted for other arrangements.
  2. We will not ask a wheelchair user to transfer out of the wheelchair into another seat.
  3. Staff provide assistance with lifts and securing systems. A rider who is not in a wheelchair may use the lift if they are unable to enter the vehicle by the stairs with the Drivers assistance.
- Service animals are permitted to accompany individuals with disabilities.
- Service to persons using respirators or portable oxygen will not be denied, however this equipment must be secured when transporting.
- Lift Deployment at Designated Stops. An individual, who uses a lift, will not be refused to disembark from a vehicle at any designated stop, unless the lift cannot be deployed, the lift will be damaged if deployed, or temporary conditions preclude the safe use of the stop by all passengers.



## RURAL TRANSPORTATION FOR THE GENERAL PUBLIC

### Scheduling:

- CRIS Rural Mass Transit District is a shared-ride service. To schedule or cancel your ride, call (217) 344-4287; drivers do not take information regarding rides.
- Reservations must be made at least 48 hours prior to the requested ride. Rides may be scheduled between the hours of 6:00 am and 6:00 pm. (Service is not provided on all federal holidays.)
- When scheduling rides, please have the following information available:
  1. Name
  2. Date of Ride
  3. Pick-up address, preferred pick-up time, and destination. Some locations have specific drop-off/pick-up areas.
  4. Same information for return ride.
  5. Whether you use a mobility device.
  6. Whether a personnel care attendant (PCA), service animal or companion will be riding with you.
- Please allow plenty of time for picking up and dropping off other passengers before reaching your destination. Allow for unexpected delays due to traffic or bad weather.
- When scheduling a return trip, please consider any unexpected delays you may encounter. It is better to wait a few minutes than miss your scheduled ride. Any scheduled ride that is missed or any scheduled ride that is canceled less than 1 hour prior to the ride will be counted as a no-show.
- Your CRIS vehicle may arrive 15 minutes before or after your scheduled pickup time. Please help us remain on schedule by being prepared to board the vehicle as soon as it arrives. If your vehicle has not arrived 15 minutes after your scheduled time, please call CRIS Rural Mass Transit District at (217) 344-4287.



### General Information:

- Eating, drinking, or the use of tobacco products is not permitted. Shirts and shoes (or equivalent) must be worn.
- Drivers will not make unscheduled stops.
- Please have your exact fare available when boarding the van. Drivers do not carry change.

- All passengers must wear seat belts unless medical authorization prohibiting their use is on file with CRIS Transportation. For passengers in wheelchairs, the driver will secure your chair to the vehicle's floor and fasten your seat belt and shoulder harness. Drivers will secure other types of mobility devices and/or medical equipment.
- Four (4) no-shows and/or late cancellations in a one month period will result in a one month probationary period. Any no-shows and/or late cancellations while on probation will result in a one month suspension of services.
- CRIS may not provide transportation between two locations within the Champaign-Urbana Mass Transit service area.
- You may ride to and from any origin in your service area and for any purpose as long as a reservation has been made.
- Please refrain from hanging articles on the back of your wheelchair that hinder the drivers' ability to secure your chair properly with a four-point securement system.

#### **Curb-to-Curb Service:**

- CRIS Rural Mass Transit District is a curb-to-curb service. No assistance will be provided beyond the curb. If you require further assistance, you may be accompanied by a Personal care attendants (PCA). PCAs ride at no cost. A companion may ride at the same cost as the rider. Accommodations for more than one companion are granted on a space available basis. PCAs and companions must have the same origin and destination.
- Service animals are allowed to accompany you if such a need was indicated on your registration form. Please inform CRIS Transportation when you schedule your trip, that a service animal will be with you.
- All carry-on items must be manageable by the passenger and/or their PCA or companion. Passengers are encouraged to use a wire grocery cart when shopping. The driver may assist with the loading and unloading of packages between the vehicle and the curb. Customers or companions are responsible for getting packages to and from the curb.



## **711-TTY - HOW ILLINOIS RELAY WORKS**



**Standard Telephone User calling TTY User dial 711:** (the Communications Assistant types your words to the person who uses a TTY and voices the TTY users typed words to you.)

- When a Communications Assistant (CA) answers, give the telephone number of the person you want to call.
- When the person answers, proceed as you would with a regular call. Speak directly to the person you are calling, not to the CA. Example: "Hi Mary, How are you doing?"
- Say "Go Ahead" or "GA" when you are ready for the other person to respond.
- When you are finished with your conversation, end the call by saying "Go Ahead or SK" (stop keying) giving the TTY user an opportunity to continue or end the call.

**TTY User calling a Standard Telephone User dial 711 or 800-526-0844:** (Communications Assistant will voice your typed words to the person using a standard telephone and type the standard phone users words to you.)

- When the Communications Assistant (CA) answers, type the telephone number of the person you want to call. Example: 555-1212 PLS.
- When the person answers, proceed as you would with a regular TTY call. Direct your conversation to the person you are calling, not to the CA.
- Type "GA" when you are ready for the other person to respond.
- When you are finished with your conversation, end the call by typing "GA or SK" (stop keying) giving the person you are calling an opportunity to continue or end the call.

**Standard Telephone Users:** When you answer your telephone, you will hear a Communications Assistant (CA) say, "Hello. A person is calling you through Illinois Relay. I am CA#####, have you received a relay call before?"

- If you answer "No", the operator will explain how Illinois Relay works.

- If you answer "Yes", the call will continue with the CA voicing everything the TTY user types, and typing everything the standard telephone user says.

**TTY Users:** When you answer the telephone using a TTY you will see "IRC CA#### (F/M) with a call" and the CA continues typing the standard telephone user's message to you.

## BAD WEATHER POLICY



CRIS Transportation bases its decision to close services to certain service areas according to the closures of the schools in that particular area.

All passengers are responsible for listening to the following radio and television stations for cancellation of CRIS transportation services:

**RADIO:**

WCFF FM (92.5)    WDWS AM (1400)    WIXY FM (100.3)  
 WLRW FM (95.5)    WPGU FM (107.1)    WGKC FM (105.9)

**TELEVISION:**

WCIA (channel "3")    WICD (channel "15")

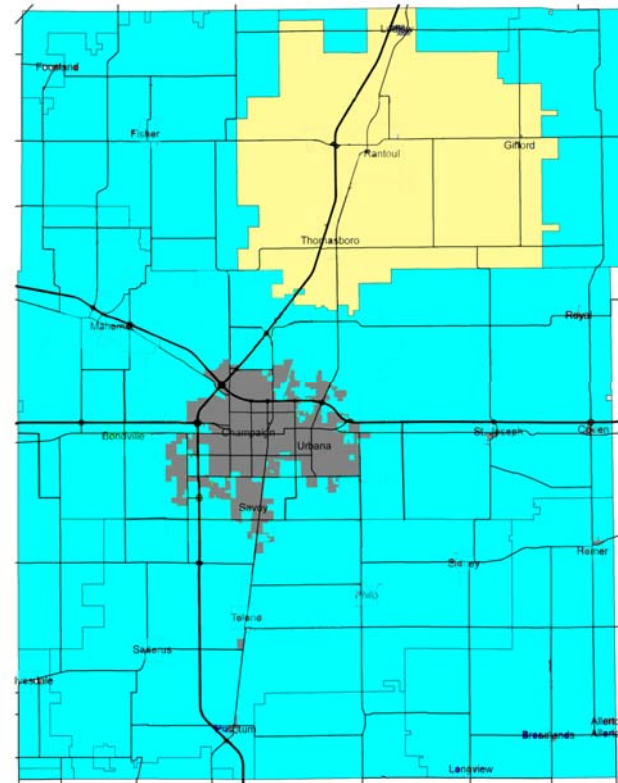
## DISRUPTIVE CLIENT POLICY

Clients that have been documented to be disruptive or unable and/or unwilling to follow CRIS Rural Mass Transit District guidelines will have service discontinued in accordance with CRIS Rural Mass Transit District policy.

## COMMENTS OR COMPLAINTS

Please call the CRIS Rural Mass Transit District office at (217) 344-4BUS(4287) with questions, comments, concerns or complaints about service.

Comments, concerns and complaints may also be filed with the Champaign County Program Compliance Monitor by phone at (217) 531-8285.



## Champaign County Fare Schedule

**Clients Age 60+ or Disabled:**

All Zones - \$2.00 each way

**Clients under Age 60:**

Yellow	to	Yellow	\$2.00 each way
Yellow	to	Grey	\$5.00 each way
Yellow	to	Blue	\$5.00 each way
Blue	to	Grey	\$5.00 each way
Blue	to	Blue	\$5.00 each way

**Children 12 and Under:**

All Zones - \$1.00 each way; accompanied by an adult

**CRIS RMTD Champaign County Office:**

801 East University, Urbana, IL 61802

**Phone:**

(217) 344-4BUS (4287)

**Hours of Operation:**

6:00 am to 6:00 pm  
 Monday - Friday

(Service is not provided on all federal holidays.)