RIDER’S GUIDE FOR
PEOPLE WITH
DISABILITIES

Effective February 2013
Rider’s Guide for People with Disabilities

This Rider’s Guide is designed to assist you in using the CityLift service. You will find valuable information that is helpful in making your trips as convenient and hassle-free as possible.

For information about this guide or other services provided by CityLink please call: (309) 679-8183

For applications or information on eligibility for CityLift, please call CityLink’s Transportation Specialist at (309) 679-8183.
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About Paratransit

The CityLift paratransit service is a shared ride, door-to-door, transportation program utilizing specialized vehicles. The service is provided by MV Transportation under the supervision of the Greater Peoria Mass Transit District (CityLink).

The program provides complementary service for eligible individuals, who are not able to use regular bus service — also called “fixed route” — because of a disability, or other limitations.

However, many customers find the fixed route service is often the best and most economical transportation service for persons with disabilities.
Paratransit Eligibility

Any individual who has a disability or multiple disabilities that result in the following may be eligible for CityLift paratransit service:

- Inability to get on an accessible fixed-route bus
- Inability to disembark from an accessible fixed-route bus
- Inability to get to or from, or wait at a fixed-route bus stop

CityLift paratransit service is a “safety net” for those individuals who do not have the functional capability to use the fixed-route system. A disability alone does not automatically qualify a person to ride the paratransit service as outlined under the Americans with Disabilities Act.

Paratransit service can only be scheduled within the Greater Peoria Mass Transit District service area. Those areas include, Peoria, Peoria Heights, and West Peoria. Limited service is also available in East Peoria and within a defined service area in Pekin.
**Application Information**

Persons who seek complementary paratransit service must first obtain and complete an application.

- Contact the Transportation Specialist at (309) 679-8183 to receive an application by mail or fax.

- Applications may be obtained at the CityLink Transit Center, 407 SW Adams or the CityLink administration office, 2105 NE Jefferson Ave.

- Or download the application from the CityLink website www.ridecitylink.org.

If you need assistance filling out the CityLift application, please contact the Transportation Specialist in the CityLink Special Services department at (309) 679-8183.

You may also call Advocates for Access at (309) 682-3500 V/TTY and ask for an appointment. Be sure to inform the receptionist that you are seeking help with the CityLift application.
Application Information

When the CityLift application is submitted to CityLink’s Special Services office, a determination of eligibility will be concluded within 21 days of submission of a properly completed application.

If there are extenuating circumstances on behalf of CityLink that cause undue delays in the certification process, CityLink will allow the applicant to utilize the paratransit services until the application is finalized.

If it is determined that an individual submitting the application meets the criteria for complementary paratransit service, as defined by the Americans with Disabilities Act (ADA), CityLink will issue an ADA certification card that will allow a qualified individual to use the CityLift paratransit service.
Service Hours

Peoria, Peoria Heights, West Peoria, and East Peoria:
Service hours
(Monday–Friday) 5:30AM-1:00AM
(Saturday) 7:30AM—10:30PM

No service available on Sunday.

Pekin:
Service hours
(Monday–Friday) 6:45AM—5:40PM

No service available on Saturday or Sunday.

No service on the following holidays:

- Christmas Day
- New Years Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
Making A Reservation

Call CityLift at (309) 999-3667

- CityLift is able to provide individuals with pick-up and drop-off times when your trip is scheduled.

- Reservations are accepted Monday through Saturday, between 8:00AM and 5:00PM.

- CityLift offices are closed on Sunday; however, reservations can be made by leaving information on the voice mail service. Please leave your name and phone number, and your call will be returned.

- **Same day reservations are not accepted.** All trips must be reserved/scheduled, at least one (1) day in advance of desired trip. However, reservations can be made up to seven (7) days in advance of a desired trip.

- You may reserve a trip anytime during CityLift’s operating hours. The reservationist may offer a pick up time within one hour before or one hour after your requested time of drop off for a next day trip (this is your reservation window).
• If the reservationist cannot schedule a trip for you within the reservation window, it is considered a “trip denial.” You may report it to the Director of Special Services at (309) 679-8139, even if you accept the trip time offered.

**When calling to make a reservation, be prepared to tell the dispatcher:**

• Your name or rider’s name, location to depart from, and a telephone number

• If a Personal Attendant or companion will accompany the rider

• If a certified service animal will accompany the rider

• Information about any mobility device the rider will be using, such as a manual or power wheelchair

• The **exact address** of the destination and a telephone number, if available

• The date and time the rider would like to **arrive** at the destination
Cancelling A Reservation
(309) 999-3667 (within 2 hours)

- If you find that you cannot keep the time that you have reserved for your travel, you must call CityLift at (309) 999-3667 and cancel your reservation. You should cancel your reservation just as soon as you know the services will not be needed.

- If you cancel your services within two (2) hours from the time scheduled, you will not be charged with a “no show” and you will not be charged for services that you did not use.

Return Trips

- IMPORTANT! When you make reservations for a trip, you must specifically request a return trip to get a return trip. Return trips are not automatically scheduled. Return trips should be scheduled for the latest time you think you will be able to travel.

- If you are ready to depart earlier than your scheduled pick-up time you may call to see if an earlier ride is available. If an earlier ride is not available, you will need to keep your original pick-up time.
Example: A rider goes to the doctor and does not know when they will be finished, so they schedule their return trip for 4:00PM. They are finished at the doctor and ready to go at 2:00PM. The rider can call to see if they can get an earlier ride, but if they cannot they will need to keep their 4:00PM ride home.

BEST TIMES TO TRAVEL:

Although you can schedule your trips when needed, it is recommended that you schedule during off-peak hours between 9:00AM and 1:00PM. You will have a better chance at getting the requested schedule without negotiating times during these hours. Also, the hours listed above are great times for scheduling doctor’s appointments.
“No Show” Policy

Failure to notify the CityLift reservationist of a cancellation results in the unnecessary dispatch of a vehicle to your location. **No-shows** are costly to the operation of service and an inconvenience to other riders due to schedule disruptions and avoidable delays.

- Three (3) no-shows or late cancellations within a two (2) month period will result in a 14-day service suspension.

- A second cycle of no-show or late cancellation will result in a 30-day service suspension.

- Repeat offenders may be permanently suspended.

- When three (3) chargeable no-show violations occur within a two month period, CityLink will provide written notification of suspension of service. Dates of the chargeable no-show will be cited and the letter will state the effective beginning and ending dates of the suspension.

You may appeal any service suspension by contacting the Director of Special Services at (309) 679-8139.
Pick-Up Window of Time

You must be ready to travel from your scheduled pick-up location fifteen (15) minutes before your scheduled pick-up time and up to fifteen (15) minutes beyond your scheduled pick-up time.

Example:

Your pick-up time is scheduled for 10:00AM. This means you should be at your pick-up location for departure at 9:45AM and remain there until 10:15AM. This is your pick-up window.

If the van arrives at your pick-up location between 9:45AM and 10:15AM, the service is not considered late.

You must be at your departure location during the pick-up window time and you must be ready to travel. If the driver shows up at 9:45AM and you are not ready to leave by 9:50AM, the driver must leave and you will miss your ride!

We are only able to wait five minutes for any passenger.
If we arrive at your pick-up location earlier than your pick-up window, we in turn will wait for you up to five minutes past the beginning of your pick-up window.

If an operator arrives early at your pick-up location, we will wait for your scheduled pick-up time, within the pick-up window.

**Personal Assistant Policy**

If you require a Personal Assistant (PA) to assist you during travels and if your ADA certification stipulates the need for a PA, that person will be able to ride at no charge whenever you are traveling.

**Guest Policy**

One guest may ride with you if space is available and if that person pays the fee of $2.00 per one way trip.

**Service Animal Policy**

Service animals used for hearing, retrieving articles, and general assistance to a person with specific disabilities may ride on CityLift vehicles. They must be on a leash and cannot take up a seat on any vehicle. Service animals must be well groomed and under your control.
Trip Costs

Your ADA certification number will permit you to ride CityLift vans for $2.00 per one-way trip or $4.00 per round trip.

CityLink operates a cashless fare system for CityLift service. Tickets must be purchased in advance. Certain exceptions may apply. Hand the CityLift operator your pre-paid ticket upon boarding.

Prices

1-Ride (Single-trip Pass) $ 2.00
10-Ride (tickets) $ 20.00

Ticket Locations (Cash, Check, Credit Card)
- CityLink Transit Center, 407 SW Adams St.
- CityLink Administrative Office, 2105 NE Jefferson Ave.

Telephone Purchase by Credit Card
(309) 676-8015

Online Purchase by Credit Card
www.ridecitylink.org

Order by Mail
CityLink's Admin Office, 2105 NE Jefferson Ave. Peoria, IL 61603
**Bringing Packages**

You are allowed to bring up to six (6) plastic grocery bags on the vehicle with you. Packages must be held by you or your PA and may not take up a seat that may be needed for another passenger. Small hand carts are acceptable. Bags or carts are not to be stowed in the aisle or on the seats. Operators may assist you with your packages; however, they are not obligated to carry your packages to and from the vehicle.

**Operator Responsibilities**

The CityLift operator is responsible for the safe operation of the vehicle in which you are riding. The operator must be able to fully devote his/her attention to the task of driving whenever the van is in motion. Unnecessary talking to the driver is prohibited.

The operator is responsible for assisting you in/ out of the van; however, the operator is not responsible for getting you to a specific office in an office complex or building. The operator must not be out of view of his/her van.
Operator Responsibilities (continued)

CityLift Paratransit service operates from origin to destination as determined by the ADA and includes door to door service. **Upon request, operators must assist you to and from the door of any building including your home.**

Please contact the Director of Special Services at (309) 679-8139, if your request for assistance is not being met.

The operator is responsible to go to a passenger’s door and knock or ring the door bell before departing for a requested pick-up from a residence. If the passenger lives in an apartment complex which prevents the operator from being in view of his or her vehicle, they must radio dispatch and have them contact the passenger before departure.

**The operator will not come into your house to help you get ready, they will not take you up/down steps, and they will not take you beyond the outer lobby of a commercial building.**
• Operator must not talk or text message on a cell phone while the van is in motion.
• Operator may not accept tips or gratuities or act in any manner that may suggest that tipping is appropriate.
• Operator may not play the radio in a manner that is distracting or offensive to passengers. The operator must turn the radio down or off if requested by the passenger.
• Operator must drive safely and be courteous.
• Operator must wear a seat belt
• Operator must securely tie down wheelchairs

**Passenger Responsibilities**

• No smoking on vehicle
• No operating or tampering with any equipment while on the van, this includes operating the lift or wheelchair-securing devices.
• Passengers must pay a fare before boarding a van, otherwise they will not be allowed a trip.
• Passengers must be respectful of the operator and other riders. This includes using foul or abusive language to the operator or other passengers (these events could be cause for suspension or termination of services).
• Passengers should be clean and free of any offensive body odors.
Passenger Responsibilities (continued)

It is your responsibility to ensure that your driveway and walkways are cleared sufficiently to allow the driver to access your pick-up location.

Drivers will not assist passengers across snow or ice, nor jeopardize their safety to access your home. If your home location is not cleared sufficiently for access, the operator cannot assist you and your transportation at the time may be denied.

You will not be charged with a late cancellation for a trip that could not be taken when weather conditions do not permit safe travel.
**Weather Conditions**

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

In the event of any snow accumulation, your trip may be canceled if the street you live on has not been plowed or in the event several of the streets that the van must travel have not been plowed.

**Seatbelt Policy**

Each passenger on any paratransit vehicle **must** use a seat belt. It is the law in the State of Illinois. If you use a wheelchair, it too must be anchored to the van in such a way as to prevent it from moving while the van is in motion. Any seat belt used by you while using your wheelchair will not be considered adequate protection during travel in our vans.

CityLift will transport all “common wheelchairs.” These are types that are defined by the ADA regulations. CityLift may refuse to board passengers in a wheelchair that does not conform to the following. (see next page)
• Must not exceed 30 inches in width and 48 inches in length when measuring 2 inches above the ground.
• Weight must not exceed 600 pounds when occupied
• For safety and comfort while traveling recommended procedures are listed
• Back wheelchair onto lift
• Lock brakes while on lift
• Turn off electric powered wheel chairs. Operator will instruct when to engage
• Wait for operator assistance, and follow instructions for entering vehicle
• CityLift cannot transport passengers with inoperative mobility devices or devices with inoperative brakes.

**Questions. Comments. Suggestions.**

We understand that questions may arise as a result of these service limitations. If you have any other questions, comments or suggestions, please contact Director of Special Services at (309) 679-8139.

*Have a Safe, Happy and Comfortable Trip!*
Greater Peoria Mass Transit District
(CityLink)
Special Services Department
2105 NE Jefferson
Peoria, IL  61603
Phone: (309) 679-8183
www.ridecitylink.org