COUNTYLINK is committed to being responsive to our passengers' needs. We encourage your comments and recommendations. Please address your comments to the following address:

MV Transportation - COUNTYLINK
414 S. Main St.
Bellevue, IL  61604
Telephone: (309) 697-3305
Fax (309) 697-8042

Illinois Relay Service for the Hearing Impaired
(The system is open 24 hours and is free of charge):
TTY dial……………………………1-800-526-0844 or 711
Voice user dial…………………….1-800-526-0857 or 711

DAY AND HOURS OF SERVICE

Reservations may be made from 8:00 a.m. – 5:00 p.m., Monday - Friday

Service hours are from 5:00 a.m. to 6:00 p.m., Monday – Friday, with the final pick up time no later than 5:00 p.m.

Fares are $6.00 per one-way trip. Payment is due at time of service.

COUNTYLINK is closed on the following holidays*:

New Year's Day  Independence Day
Labor Day                              Thanksgiving Day         Memorial Day  Christmas Day

*limited service may be available on holidays to transport dialysis patients

SERVICE AREA

COUNTYLINK service must begin or end in the rural part of the County; generally outside the Peoria City limits and the City Link service area. Service is available in the following areas:


COUNTYLINK, provided by MV Transportation, in partnership with Rural Peoria County Public Transportation, provides transportation for people living in rural Peoria County. Anyone is eligible to ride. COUNTYLINK is partially funded by Title III of the Older Americans Act, through CIAA, IDOA and IDOT, as well as through donations from individuals and businesses. We welcome all contributions!
CANCELLATION PROCEDURE

*COUNTYLINK encourages and appreciates patrons who cancel in a timely manner. Cancellations should be made 24-hours in advance or as early as possible to allow other passengers the opportunity to schedule into that time slot.

* For cancellations call (309) 697-3305. Cancellations can be made during office hours (8:00 am - 5:00 pm) or by COUNTYLINK voice mail, which is available during non-business hours.

PASSENGER NO-SHOW PROCEDURE

Scheduling a trip and then failing to use the service without property canceling the trip causes serious transportation and scheduling problems for COUNTYLINK and all of its passengers. It is the responsibility of this agency to ensure that as many passengers as possible have the opportunity to participate in the program. When you schedule a ride and do not ride, you are eliminating the possibility of accommodating someone else who needs the service.

All passengers are asked to be ready a minimum of 15 minutes prior to your scheduled pick-up time. The bus will wait no more than five minutes past the scheduled pick up time before proceeding on to the next location. Passengers are expected to be ready and watching for the bus upon arrival. Passengers who fail to board the vehicle within the five minute waiting period will be a "no-show".

WHEELCHAIR/LIFT INFORMATION

COUNTYLINK vehicles are equipped with a wheelchair lift and wheelchair tie-downs. Passengers needing mobility aids must provide their own. COUNTYLINK complies with ADA guidelines.

SAFETY

All passengers are to be seated and are required to use seat belts while vehicles are in motion. All wheelchair passengers will be secured to the vehicle utilizing wheelchair tie-downs. Safety restraints must be utilized on all passengers.

COUNTYLINK is committed to the safe operation of its vehicles, including the safe boarding and exiting of passengers.

EMERGENCY PROCEDURES

COUNTYLINK's vehicles may not operate when roads are icy and unsafe or during inclement weather. Should COUNTYLINK close due to inclement weather, passengers will be contacted on an individual basis. COUNTYLINK drivers are thoroughly trained in emergency evacuation procedures in the event of an accident.