

## CAN I RIDE AS MANY TIMES AS I WISH?

It depends. There are no limits on the number of ADA trips that you take. If you take \$7.00 trips, then you are limited to twelve (12) per month. You will be charged for every one-way trip that you make.

## HOW DO I SCHEDULE MY TRIPS?

By calling the MTD business office at 217.384.8188 (TTY: 217.384.7433). Please give the following information to the individual scheduling your trip: your name, date of trip, pick-up time of trip, pick-up location, and drop-off location.

## WHEN CAN I SCHEDULE MY TRIPS?

Between 8:00 a.m. and 5:00 p.m. every day of the week. You must schedule the trip at least one day in advance, and you cannot schedule more than 14 days ahead of time.

## CAN I GET A GUARANTEED PICK-UP TIME?

No, but we will do our best. We will make every effort to pick you up within 30 minutes of your scheduled time.

## CAN I CANCEL A TRIP THAT I HAVE SCHEDULED?

Yes, but you **must** cancel at least one hour before the scheduled pick-up time. If you don't, the trip will be considered a "no-show." You can cancel by calling 217.384.8188 or 217.384.7433 for TTY.

## WHAT IS A "NO-SHOW"?

A no-show occurs when we send a driver out but the client does not show up, or if a trip is cancelled less than one hour before the scheduled pick-up time. Clients will be notified in writing when a no-show occurs. If a no-show is beyond the client's control, please notify the scheduling office as soon as possible.

## WILL I HAVE TO RENEW MY ID CARD?

Yes, generally speaking, ID cards expire during your birth month three years after your initial certification, and then every three years after that.

## REMEMBER

If You Have **QUESTIONS**, Call:  
217.384.8188  
TTY: 217.384.7433

To **SCHEDULE A TRIP**, Call:  
217.384.8188  
TTY: 217.384.7433

To **CANCEL A TRIP**, Call:  
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TTY: 217.384.7433

**gotta get  
there.**



Champaign-Urbana Mass Transit District

# ADA Paratransit Eligibility Information

Please read the  
information in this  
pamphlet thoroughly

*Please complete  
the ADA Paratransit  
Eligibility Application  
entirely*

The Federal government has issued regulations implementing the Americans with Disabilities Act (ADA) of 1990. Access to mainline, fixed-route transportation services is the main goal of the transportation provisions of the ADA. However, the law recognizes that some individuals with disabilities are not able to use fixed-route accessible service. As a result, the regulations require the Champaign-Urbana Mass Transit District, which offers 100% accessible fixed-route community service, to provide complementary paratransit service to those persons who are **unable** to use the fixed-route accessible service to meet particular trip needs.

A necessary step in the implementation of ADA complementary paratransit service is the determination of those who are eligible to receive the service. Eligibility for ADA complementary paratransit service is directly related to the **inability** of a person with a disability to use the existing MTD fixed-route service. Some individuals, as a result of their disability, may never be able to use the fixed-route accessible service. Others may be able to use the fixed-route service, but are unable to do so under certain circumstances.

#### **ADA eligibility standards are as follows:**

1. Any individual with a disability, who is **unable** to board, ride, or disembark from any accessible vehicle on the fixed-route system without the assistance of another individual (excluding the operator of a wheelchair lift or other boarding assistance device),

2. An individual with a disability who has a specific impairment-related condition which **prevents** the individual from traveling to or from a fixed-route bus stop. A condition which makes traveling to or from a bus stop more difficult for a person with a specific impairment-related condition than for an individual who does not have the condition, but does not prevent the travel, is not a basis for eligibility under this paragraph.

- a. The specific impairment-related condition must **prevent** the person from using the fixed-route system. Conditions which make getting to or from a bus stop more difficult or less comfortable do not confer eligibility.
- b. Architectural barriers not under control of MTD to remove, e.g., curb cuts, environmental barriers, terrain, and weather, do not, when considered alone, confer eligibility. If, however, travel to or from a bus stop is impossible when combined with the person's specific impairment-related condition, paratransit service must be provided.

#### **WHAT IS THE MTD COMPLEMENTARY PARATRANSIT SERVICE?**

It is a supplementary transportation program utilizing small accessible vehicles with curb-to-curb pick-up and drop-off. The fare is \$7.00 per trip or \$2.00 per trip if you are eligible under ADA.

#### **WILL THE DRIVER MEET ME AT MY DOOR?**

No. The MTD complementary transportation program is generally curb-to-curb, with some additional assistance provided as needed to complete the trip. The driver will not do the following: enter a home or any other building to pick up a client; assist with bags or other personal items; or be out of sight of the vehicle.

#### **WHO IS ELIGIBLE FOR PARATRANSIT?**

Any individual who has a disability. However, only those whose disability **prevents** them from riding the regular MTD bus service will be eligible for the \$2.00 fare.

#### **HOW DO I GET A DASH CARD?**

First, you must complete the ADA Paratransit Eligibility Application and return it to the MTD office at 1101 E. University Avenue; Urbana, IL 61802. After you are notified of the results, come to the MTD's Illinois Terminal at 45 East University, Champaign with your notification. A DASH card will be issued to you at no charge.

#### **WHEN AND WHERE IS THE PARATRANSIT SERVICE AVAILABLE?**

The paratransit service is available anytime that the regular MTD bus service is in operation, and anywhere within the District boundaries.