

Dial-A-Ride

Passenger Handbook

A Rural Public Community Transportation Program



Partners of Coles County and Douglas County

11021 East County Road 800 North
Charleston, IL 61920
(217) 693-5169 or (800) 500-5505
www.dialaridetransit.org

07/20

The Dial-A-Ride Rural Public Transportation Program Handbook

The Dial-A-Ride Rural Public Transportation Program of Coles and Douglas Counties provides transportation to the general public (all ages and abilities). Our goal is to provide the safest, most efficient and most economical transportation possible.

The following guidelines are designed to clarify the duties and responsibilities of the passengers utilizing this service, the drivers, and other employees in order to promote program safety, efficiency and effectiveness. Please read this Handbook carefully. Your understanding of program operations will help us to provide excellence in service to you.

All Drivers, employees and passengers are required to adhere to these regulations **without exception** in the performance of duties, which by nature require the utmost patience, courtesy and compassion. At all times, we want you to know that you are a valued person as well as our customer. If there are questions, or if these policies cause hardship, we want you to let us know so that we can be of assistance. If there are special circumstances, contact us early regarding such matters to allow ample time to prepare for your specific needs.

What is the Dial-A-Ride Rural Public Transportation Program?

Dial-A-Ride is a demand-response, door-to-door service. **Dial-A-Ride** is a public paratransit service, and the program does not provide *emergency medical* transportation services. Our Drivers are not paramedics. Passengers who are experiencing a medical crisis should call 911.

Hours of Operation

Transportation services are available Monday through Friday 8:00 a.m. to 5:00 p.m., with the exception of observed holidays. Please note, the earliest drop off time is 8:00 a.m. and the latest scheduled pick up is at 5:00 p.m. Depending on the location and the destination of said trip, these times are subject to change. Dial-A-Ride's vehicles may have a delay or not operate when road conditions are unsafe. Please call the office for routing and/or scheduling changes. Please listen to local media for closure information. Follow us on Facebook for program updates as well. Reservations can be made up to two weeks in advance and must be made by contacting the office. Passengers need to be ready for pick up 45 minutes prior to the requested appointment time.

Illinois Relay Service for 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

*******Upon Request, service information is available to the public in Spanish, large print, Braille, audio, or USB flash drive free of charge.**

Eligibility Requirements

Anyone needing transportation within Coles County, Douglas County, and the Dial-A-Ride service area. All first time passengers are required to register with the program, with the exception of passengers utilizing deviated fixed route Zipline.

Service Area

Dial-A-Ride Rural Public Transportation Program offers public transportation to Coles and Douglas counties. Dial-A-Ride also provides transportation to Champaign/Urbana, Decatur, and Effingham, Illinois. Please see Page 8 for more details.

Reservations

Reservations can be made Monday - Friday during office hours of 6:30 a.m. to 6:00 p.m. by dialing (217)639-5169 or toll free at 1-800-500-5505. Reservations can be made two days to two weeks in advance. Due to space/van availability, we may be unable to accommodate all requests. We do our best to accommodate same requests. **Drivers cannot take reservations.** Passengers must register for the program prior to or during the first reservation request. One may register by phone or complete the enclosed form and return to the main office at the Coles County Council on Aging, Inc. at 11021 E. County Road 800 North, Charleston, IL 61920.

When calling for a reservation, be prepared to give the following information:

- | | | |
|--------------------------|-------------------------|-----------------------|
| * First and Last Name | * Pick Up Address | * Telephone Number |
| * 1 or 2 Way Trip | * Date of Appointment | * Time of Appointment |
| * Address of Destination | * Mobility Requirements | * Date of Birth |

All information will remain confidential within the Dial-A-Ride program.

Pick Up and Return Rides

Passengers must allow some flexibility in pick up times. We request that you are ready 45 minutes before your scheduled appointment time. Please be ready to go when the van arrives. Passengers who are prompt help us to be on time, which enables us to provide better and faster service for all those we serve. Upon arrival, the Driver will honk (if necessary). After waiting 5 minutes, the Driver will be instructed to leave and continue the route and this will be considered a "No Show" (see "No Show Policy" below). Because the vans are routed prior to your pick up time, we will not be able to return for you. **BE READY AND WATCHING FOR THE VAN 45 MINUTES AHEAD OF YOUR SCHEDULED APPOINTMENT TIME.**

Please call to let us know when you are ready for your return trip.
Adequate time for vehicle boarding and disembarking will be allowed.

Cancellations

Cancellations should be made as early as possible, but ***NO LATER*** than one hour prior to your scheduled appointment time. The telephones are equipped with voice mail so you may leave a message before or after office hours. Your consideration concerning cancellations is important in avoiding unnecessary trips, which cost time and are an inconvenience to other passengers.

No Show Policy

The regulations permit transit providers to suspend transit service to those persons who establish a "pattern or practice" of missing scheduled rides ("no-show"). Service can be suspended for a "reasonable period of time". Allowances must be made for missed trips that are beyond the control of the individual. This does not apply to trips that are missed for reasons that are beyond the individual's control. Scheduling problems, late pick ups, and other operational problems are considered beyond the passenger's control.

If a passenger shows a pattern or practice of missing trips, a suspension may occur.

A pattern or practice of missing trips is measured within a 90 day time frame. If a passenger misses 10% of their total number of trips within a 90 day period, a 30 day suspension from the transportation services will occur. Cancellation of a trip is not considered a missed trip if the phone call is received by dispatch a minimum of an hour prior to the passengers pick up time.

A missed trip is defined as a trip that is scheduled through dispatch and upon arrival of the bus; the passenger does not board within the 5-minute wait period, or a phone call is not received by dispatch a minimum of an hour prior to the passengers pick up time. A notification letter will be sent to inform the passenger that a pattern or practice of missing trips has been established, and as a reminder that suspension will occur if the 10% threshold is reached. A suspension letter will be sent to inform the passenger that a pattern or practice of missing trips has reached or exceeded the 10% limit of total number trips in a 90 day period, and include the time frame of the suspension. All documentation will be kept in the passenger's personal file.

Packages

Dial-A-Ride Drivers will allow up to 5 packages per passenger, each additional package can be transported for a fee of \$1.00 each, payable to the Driver at time of transport. The definition of a package is an item not to exceed 10 pounds. **Dial-A-Ride is NOT responsible for any personal items or packages.**

Fare Structure

Passengers are required to have exact change for their rides. Drivers will not have change with them, and checks will not be accepted.

Coles County:

Over 60 - Traveling within the city limits in which you reside – **Donation Basis (Suggested \$1.00 each way)**

Under 60 - Travel within city limits or rural town - **\$2.00 each one way trip**

All Ages - Travel outside city limits or rural town within same county - **\$4.00 each one way trip**

All Ages - Travel outside Coles County to Douglas County, Champaign, or Effingham - **\$7.00 each one way trip.**

Children - ages 5 and under - **free each one way trip**

Children - ages 6 to 10 years of age - **\$1.00 each one way trip**

Douglas County:

Over 60 – Traveling within Douglas County – **Donation Basis (Suggested \$1.00 each way)**

Under 60 – Travel within city limits or rural town - **\$2.00 each one way trip**

All Ages – Travel outside city limits or rural town within same county - **\$4.00 each one way trip**

All Ages –Travel outside Douglas County to Coles County, Champaign, or Decatur - **\$7.00 each one way trip.**

Children - ages 5 and under - **free each one way trip**

Children - ages 6 to 10 years of age - **\$1.00 each one way trip**

Monthly Passes

Monthly Passes can be purchased from any Dial-A-Ride driver. Passes can be used with both the Zipline and Demand Response services (in county only). Passes are \$40.00 each. A discounted Veteran's Pass can be purchased for \$20.00 with proof of the proper military identification. Passes are valid the first to the last day of that pass month. Passes are NOT prorated for mid-month purchases.

Tokens

Tokens can be purchased from any Dial-A-Ride Driver. Tokens can be purchased for \$4.00 each. Tokens do not expire and can be used in place of a \$4.00 fare.

Note:

* The Advantage 50 Program, sponsored by Sarah Bush Lincoln Hospital, allows passengers to travel to any Sarah Bush Lincoln Facility for a \$1.00 fare for Advantage 50 members only. Passengers can register for this opportunity by calling (217) 258- or 348-2422 or e-mail advantage50@sblhs.org. Passenger should advise dispatcher when requesting a reservation that they are a member.

*Dial-A-Ride also accepts IL Medicaid and Managed Care Insurance for non-emergency medical transportation. You should receive approval from your insurance, prior to calling and scheduling your ride with Dial-A-Ride.

Passenger Guidelines

Our goal is to provide the safest, most efficient and most economical transportation possible. Passengers are asked to observe the following guidelines (failure to do so may result in suspension or termination from the program):

- All passengers must remain seated and are required to wear seat belts at all times.
- All electric/manual mobility devices are required to be secured by a Dial-A-Ride employee with proper securement devices.
- Dial-A-Ride will secure respirators and portable oxygen for passengers as needed. Drivers are only responsible for respirators and portable oxygen tanks at the time of securement.
- Dial-A-Ride will not be responsible for checking/signing persons in or out of any facility. If a personal care attendant is needed, it is the responsibility of the passenger/facility to provide one.
- Requests by passengers to make changes in the schedule or to be picked up first or last will not be considered.
- Drivers will not wait more than 5 minutes for passengers to begin to board.
- Please remember to cancel your ride within an hour of the pickup time if your ride is no longer needed.
- Passengers are not allowed to ride the vehicle for recreational purposes (example: riding around town to sight see, or riding along just to visit with other passengers).
- Physical or verbal abuse of the Driver or other passengers (examples: shoving, hitting, cursing, excessively loud conversations, etc.) will not be tolerated.
- **ALWAYS WAIT** for the Driver to assist you on and off the vehicle.
- Please do not tip the Drivers. They are proud to serve you.
- Requests for a specific driver cannot be accommodated.
- Donations to the Dial-A-Ride Program will gladly be accepted with gratitude.
- Passengers are required to comply with any ongoing recommended guidance regarding safe practices concerning the spread of infectious diseases

ABSOLUTELY NO: (while on Dial-A-Ride Vehicles)

- Eating
- Drinking
- Smoking
- Standing
- Taking non-prescription drugs
- Riding while under the influence of alcohol or illegal drugs
- Use of tobacco products, or vaping
- Possession of weapons

- Transportation of any hazardous substance (acids, gasoline, oil, fuels, etc.)
- Improper Dress (examples: no shirt, no shoes, etc.)
- Damaging or disfiguring the vehicles (interior or exterior)
- Removing any items from the vehicle not belonging to the passenger (examples: fares, donations, blankets, fire extinguisher, supplies, tools, etc.)

Any action by a passenger, which may endanger the safety of the passengers, Driver or vehicle itself, may cause for disciplinary action or refusal of service.

Dial-A-Ride reserves the right to refuse transportation to persons violating the above guidelines. The Coles County Council on Aging Client Grievance Policy and Dial-A-Ride Disruptive/Abusive Passenger Policy will be adhered to.

Personal Attendant Policy

Dial-A-Ride will permit personal attendants to accompany individuals with disabilities in vehicles and facilities.

Dial-A-Ride may request an attendant to assist with a passenger.

Dial-A-Ride does not charge a fare for an attendant to assist with the passenger. However, Dial-A-Ride requests notification if an attendant will be accompanying the passenger to allow for a seat to be available.

Drivers may assist a passenger from his home to his destination (door-to-door), but driver is not allowed to cross the threshold of a residence or the main door of a building such as an apartment or office building. The same holds true with regards to parcels, packages, grocery sacks, etc. Assistance is from the door-to-door **ONLY**. The Driver may not go inside.

The minimum age for a child travelling without an adult guardian (over 18 yrs) is 10 years of age. Note: an exception can be made for children needing transportation to and from school. Please contact dispatch at (217) 639-5169 for more information.

Anyone with special needs or questions not addressed in this booklet may call (217)639-5169 or 1-800-500-5505 between the hours of 6:30 a.m. to 6:00 p.m. Monday through Friday. We will be happy to answer any questions.

Service Animals

Service Animals are permitted on the vehicles. A service animal is any animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a mobility device, or fetching dropped items. (DOT, Americans with Disabilities Act – Transportation Regulation, 49CFR § 37.167(d), ¶ 46,267.) Service animals are permitted to accompany their users. Animals which are typically or reasonably domesticated pets are not allowed on the vehicles even if an animal carrier is provided. **If you have a service animal that will accompany you, please let the Dispatcher know when scheduling your appointment.**

ADA

The Americans with Disabilities Act (Title II) states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in programs, services or activities sponsored by a public entity.” At Coles County

Council on Aging (CCCoA)/Dial-A-Ride, we are committed to complying with the requirements of Title II of the ADA in all of its programs, services, benefits and activities

Reasonable Modification

CCCoA/Dial-A-Ride may allow the reasonable modification of its policies, protocols and procedures to accommodate the special needs of persons with disabilities in order to allow them to fully utilize our services as required by 49 CFR Part 37.5(i.3). Whenever possible a request for a reasonable modification shall be filed/requested in advance by contacting us:

Email: contactus@lifespancecenter.org

Mail: CCCoA, Executive Director/ADA Compliance

11021 East Co. Rd 800 North

Charleston, IL 61920

Phone: 217-639-5150

Mobility Device Information

According to DOT Americans with Disabilities Act – Transportation Regulation, 49CFR § 37.3., A “common device” is “such a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 1,000 pounds when occupied.” Devices are defined to include both three-wheeled and four-wheeled mobility aids. Three-wheeled “scooters” and other non-traditional designs that fit within these standards will be transported. If a mobility device is not within these guidelines, Dial-A-Ride will not be able to accommodate the request for transportation.

For safety and liability reasons, Dial-A-Ride adheres to the following guidelines:

- DAR will not ask a passenger to transfer out of a device into another seat unless the device is not made to be transported in a vehicle.
- Passengers utilizing a device will be allowed to transfer to a regular seat in the vehicle, if the passenger requests to do so, and is able to complete the transfer with no assistance from the Driver.
- An individual who uses a lift will not be refused to disembark from a vehicle at any designated stop; however, the lift cannot be operated if there is a possibility of damaging the lift or if temporary conditions make disembarking unsafe for passengers. The lift has to deploy all the way on flat ground before a passenger can board.
- The passenger must ensure ramp and device paths are properly paved and kept clear of snow, ice, parked cars, trash, or other obstructions.
- DAR Drivers will only help device users up and down one step.

Please note: The maximum capacity for the Dial-A-Ride lift is 1,000 pounds. This includes the passenger, any mobility aid, any medical equipment and any personal items.

***Please see the Dial-A-Ride ADA Policy. This can be found at www.dialaridetransit.org

An ADA Complaint Form/Reasonable Modification Request Form can be found on this website also or to request a cope be mailed to you, contact (217) 639-5169.

Emergency Procedures

Dial-A-Ride's vehicles may have a delay or not operate when road conditions are unsafe during inclement weather. Please call the office for routing and/or scheduling changes. Please listen to local media for closure information. Also, follow our Facebook page for updates.

Dial-A-Ride Drivers are thoroughly trained in emergency evacuation procedures in the event of an accident. Basic procedures include: following Driver's instructions, remaining calm, implementing an orderly evacuation of the vehicle if warranted, moving off the roadway in a safe location until further notification, calling for emergency response if required.

Passengers are responsible for notifying the Driver if they or another passenger is ill, injured or in distress while on the vehicle.

Services

The following list includes the most common requests for transportation services; however, the services are not limited to this list:

1. **LifeSpan Center:** for lunch at LifeSpan, exercise classes, recreational activities, Telecare Senior Information Services, Family Care Giver Resources, opportunities to volunteer through LSVP, VITA tax appointments and special events.
2. **Medical Appointments:** doctor offices, medical facilities, dialysis, cancer centers, outpatient surgery, and hospitals and medical offices located within Coles County, Douglas County, Champaign, Decatur, and Effingham.
3. **Employment Services:** to your place of work within Coles County or Douglas County.
4. **Educational Opportunities:** for classes scheduled during our hours of operation (Eastern Illinois University, Lakeland College, Mattoon Area Adult Education Center, job trainings, day cares and pre-schools). Transportation is provided to local elementary and secondary schools; however, the students must be ineligible for the Community Unit School Bus service.
5. **Grocery and Shopping Services:** to stores/shops that are scheduled on specific dates listed.
6. **Miscellaneous Reasons:** such as club activities, beauty and barber shop appointments, visitations, banking, business matters, etc.

Passenger Comment and Complaint Procedures

Dial-A-Ride is committed to being responsive to passenger perceptions about our services. We encourage your comments and recommendations. Please make all recommendations and/or complaints to the following address:

**Dial-A-Ride
Coles County Council on Aging
11021 East County Road 800 North
Charleston, IL 61920
Phone Number: (217)639-5169
Fax Number: (217)639-5199
ATTN: Executive Director**

Dial-A-Ride solicits input from our passengers. All comments and complaints will be handled in a timely and efficient manner, in accordance with the Coles County Council on Aging Client Grievance Policy. For a copy of this policy, please call 217-639-5169.

Connecting Services (Coles County)

Greyhound Bus Services and Amtrak Station

Both located at this Address: 1718 Broadway Ave
Mattoon, IL 61938

Amtrak Phone number: (800)872-7245

Greyhound Bus Lines Phone Number: (800)231-2222

Lake Land College Connections

Monday through Friday Pick Up (Neal Hall)

Pick Up/Drop Off times: 8:00a.m. 9:00 a.m. 12:00 p.m. 5:00 p.m.

Dial-A-Ride Observes the following Holidays, no services provided

Independence Day	Labor Day	Thanksgiving Day	Day After Thanksgiving
Christmas Eve	Christmas Day	New Year's Eve	New Year's Day
Memorial Day	Good Friday		

The following is a list of holidays that Dial-A-Ride operates with reduced staff and reduced hours. Hours of operation, including Zipline, on these days are 9.m. to 3p.m.

Columbus Day

Martin Luther King Jr's Birthday

President's Day

Scheduled Shopping Days and Locations for Coles County ONLY

Charleston:

Monday:	10:30 a.m. to 12:00 p.m.	Wal-Mart
Wednesday:	11:00 a.m. to 12:00 p.m.	Ruler Foods
Thursday:	12:00 p.m. to 1:30 p.m.	County Market

Mattoon:

Tuesday:	11:30 a.m. to 12:30 p.m.	County Market/My Store
Wednesday & Thursday:	10:30 a.m. to 12:00 p.m.	Wal-Mart
Friday:	12:00 p.m. to 1:00 p.m.	Cross County Mall

Scheduled Stops Outside of Coles County

Dial-A-Ride provides transportation to Douglas County, Champaign/Urbana, and Effingham. The fare is \$7 for each one way trip. Please schedule your appointments no earlier than 10:00 a.m. All passengers must be ready to return no later than 2:00 pm. Please be prompt; the Driver will NOT be able to wait. Due to distances involved for the out of county locations, it will be necessary for passengers to be ready more than the standard 45 minutes prior to their appointment time. The Dispatcher will advise what time to be ready at least the day before the trip. Pick up time will be determined by how many passengers will be traveling that day and how many destinations were requested.

Day:	Monday	Champaign-Urbana
Day:	Wednesday	Effingham
Days:	Tuesday & Thursday	Douglas County

Scheduled Stops Outside of Douglas County

Dial-A-Ride provides transportation to Coles County, Champaign/Urbana, and Decatur. The fare is \$7 for each one way trip. Please schedule your appointments no earlier than 10:00 a.m. All passengers must be ready to return no later than 2:00 pm. Please be prompt; the Driver will NOT be able to wait. Due to distances involved for the out of county locations, it will be necessary for passengers to be ready more than the standard 45 minutes prior to their appointment time. The Dispatcher will advise what time to be ready at least the day before the trip. Pick up time will be determined by how many passengers will be traveling that day and how many destinations were requested.

Days:	Monday & Friday	Champaign-Urbana
Day:	Wednesday	Decatur
Days:	Tuesday & Thursday	Coles County

Zipline

A Deviated Fixed Route Service

What is the Zipline

The Zipline is a deviated fixed route service. This route operates along established routes that have designated stops at designated times within and to and from Charleston and Mattoon, Illinois in the Coles County service area. Between these stops, vehicles will deviate from the established route to pick up and drop off riders within the defined service area. Route deviations must be phoned in and requested and cannot be accommodated without a 24 hour notice. A transfer at the LifeSpan Center will be required to travel between towns. There is no charge to re-board the vehicle if a transfer is made.

Operation of Zipline service

The Zipline's hours and days of operation are as follows: Monday through Friday 8am to 5pm. The last time to board the bus to transfer to the opposing city will be during the 3:00 to 4:00 hour. The Zipline service will not be offered on designated holidays except for Columbus Day, Martin Luther King Jr's Birthday, and President's Day with reduced hours from 9:00am to 3:00pm.

How to request a deviation

A passenger can request a deviation by calling our dispatch office at 217-639-5169 or toll free at 1-800-500-5505. Requests must be made at least 24 hours in advance. There is a limit of 1 deviation per hour per route. Dial-A-Ride will not prioritize one type of deviation request over another. A request will be accommodated within 24 hours that it was made unless the Zipline will not be in operation the following day (ex. weekend and holidays). Requests will be accommodated in the order as they are received.

Deviations

Deviation location requests, pick-ups and drop-offs, must be within one quarter mile of any designated Zipline stop. Location requests for deviations will not be able to be accommodated any further than one quarter of a mile. An exception will be made with scheduled requests to Carle Clinic on Hurst Drive and Sarah Bush Lincoln Hospital, which would be a deviation along the Mattoon route, however must still be requested in advance.

Handling deviation requests

Route deviation service is considered a demand response mode by the Americans with Disability Act of 1990. As such, it does not require the transit provider to provide complimentary paratransit. However, it is important

to Dial-A-Ride that the routes run on time. At its sole discretion, Dial-A-Ride may send a general public bus to facilitate one or more deviation requests in order to keep the route on schedule.

Dwell time

Dwell time is zero. The bus will wait no longer at a requested deviation point for a passenger to present themselves as ready to ride than it would at a designated bus stop. In this regard, a passenger requesting a deviation should be ready at the agreed origin five minutes prior to the bus's arrival. If the passenger misses the scheduled connections, it will be considered a no-show and subsequent deviation requests will be considered cancelled. The bus and driver will spend whatever time is necessary to safely board the passenger and his or her mobility devices.

Cancellations and no-shows

Please see the cancellation and no show section on pages 3 and 4 of this handbook.

Zipline passenger guidelines and Expectations:

- Passengers should be at the bus stop (or deviation point) five minutes prior to the scheduled departure
- Exact change is required (our drivers cannot make change)
- Dial-A-Ride buses are not equipped with bicycle racks and therefore bicycles will not be allowed on the bus
- Dial-A-Ride accommodates service animals recognized by the Federal Transit Administration. Pets and companion animals do not qualify
- Carry-on items are limited to what a passenger can load and stow away independently with the exception of mobility devices and portable oxygen tanks.
- Priority seating is labeled on each bus for people with disabilities
- Cell phones and personal music devices are allowed but passengers are encouraged to be courteous of other passengers
- All passengers must wear their seatbelt
- Absolutely no standing while vehicles are in transit
- Children under the age of 10 must be accompanied by an adult
- Passengers are required to comply with any ongoing recommended guidance regarding safe practices concerning the spread of infectious diseases

***Zipline riders must also adhere to Dial-A-Ride's passenger guidelines for the demand response service

Zipline Pricing

\$1.00 per each time the bus is boarded per passenger. Transfers at the Lifespan Center are free of charge.

Zipline Tokens

Zipline tokens can be purchased from any Zipline Driver. Tokens can be purchased for \$1.00 each or 13 tokens for \$10.00. Zipline tokens do not expire and can be used in place of the \$1.00 fare.

Zipline stops and times

The following is a list of designated times and locations for the Zipline. Please note, the times are reflecting minutes after the hour. The bus will not leave a Zipline stop until the designated time. There is a 10-minute layover at the LifeSpan Center before the next route begins. The LifeSpan Center has public restrooms and drinking fountains if the passenger would like to utilize, if the facility is open to the public at the time of the stop. Please note that the routes are subject to change depending on unfavorable road conditions.

Mattoon Route:

Departure Time:

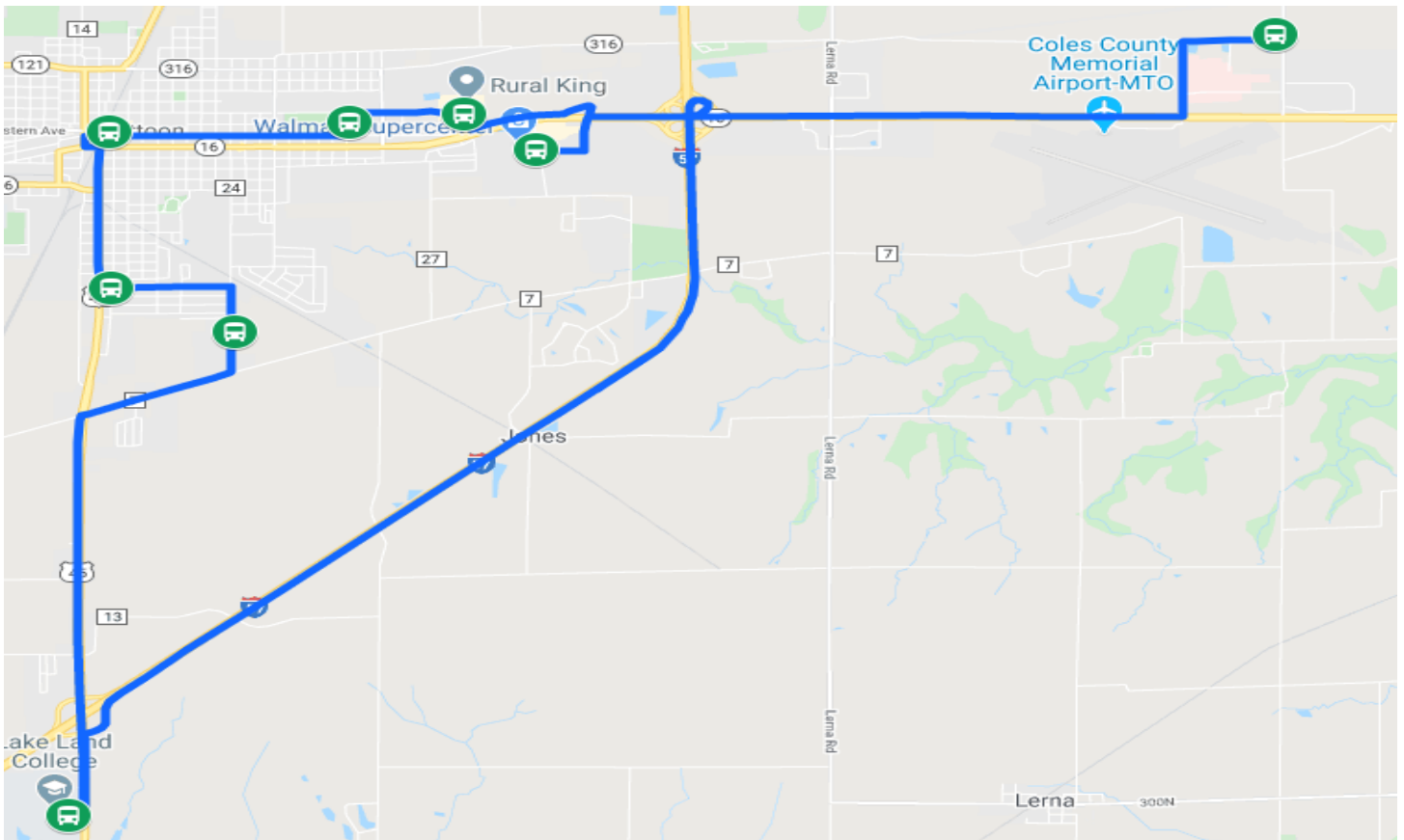
Minutes after the hour

Stop Location

:03	LifeSpan Center (11021 E. County Rd 800 N)
:12	Cross County Mall (700 Broadway Ave E)
:14	1 st and Prairie Ave
:20	Amtrak Station (1718 Broadway Ave)
:25	17 th and Rudy
:28	1804 S. 9 th St-South Drive (Across from Williams School)
:35	Lake Land College (circle drive of Neal Hall)
:46	Wal-Mart-East parking lot (loading dock area)

Mattoon Route:

The following is a map of the Zipline stops. Each stop is indicated with a green bus icon.



Follow the link below to view in Google maps:

<https://www.google.com/maps/d/edit?mid=1WZ-IOBVs2cOtLKgCbGXcNkLVLvQjMVhY&usp=sharing>

Charleston Route:

Departure Time:

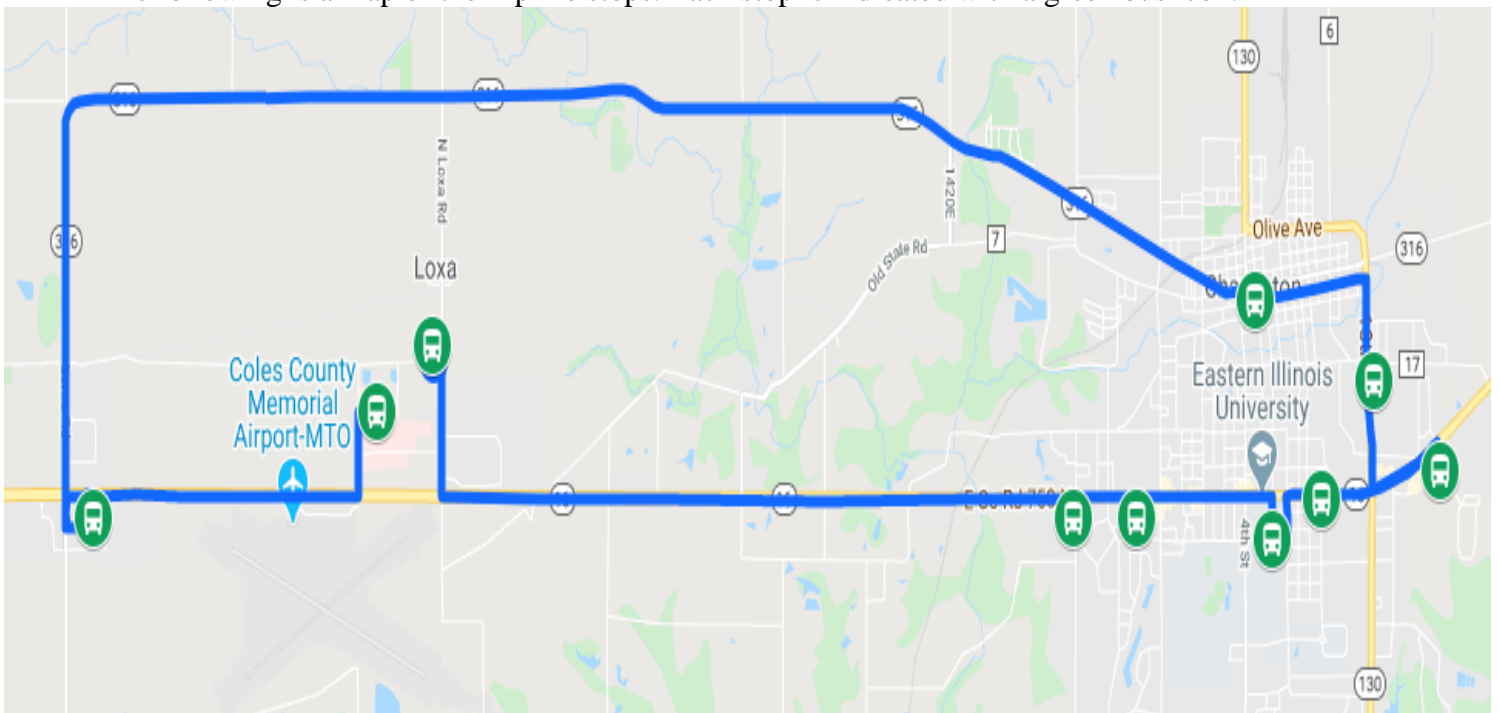
Minutes after the hour

Stop Location

:03	LifeSpan Center (11021 E. County Rd 800 N)
:10	Dept. of Human Services (1550 Douglas St)
:13	Ruler Foods (612 W. Lincoln)
:18	EIU Student Union (7 th St)
:20	12 th and Lincoln
:24	Wal-Mart (2250 Lincoln Ave)
:27	Coles County Public Health (825 18 th St)
:31	6 th and Monroe
:45	Carle Clinic (2512 Hurst Dr)
:50	Sarah Bush Lincoln Health Center (ER Entrance)

Charleston Route:

The following is a map of the Zipline stops. Each stop is indicated with a green bus icon.



Follow the link below to view in Google maps:

<https://www.google.com/maps/d/edit?mid=1TeU-kN5ZMoK7mpNE0Tg1yrf0G3t3go6-&usp=sharing>

This information and more can be found on the Dial-A-Ride website at: www.dialaridetransit.org

For questions, please call 217-639-5169 or 1-800-500-5505

This Handbook courtesy of:



CCCoA

Coles County Council on Aging, Inc.

11021 E. County Road 800 North
Charleston, Illinois 61920-8632

Phone: (217)639-5150

Fax: (217)639-5199

Linking generations. Enhancing lives.

Family Caregiver Resource Center

FCRC

*Resources, Education, Support for Caregivers of Older Adults,
and Older Adults Raising Grandchildren

Phone: (217)639-5168

LifeSpan Senior Volunteer Program

LSVP

*For individuals over 18 years old who would like to volunteer at the LifeSpan Center

- VITA: Volunteer Income Tax Assistance
- SHIP: Senior Health Insurance Program
- LifeSpan Welcome Desk Support

Phone: (217)639-5165

Coles County Telecare
Senior Information and Assistance Services

TC

*Benefits Access Application, Senior Citizens Tax Assessment Freeze Homestead Exemption, Medicare Enrollment Assistance, Medicaid/Link Card (SNAP), Social Security, Notary Services Available by Appointment, Long-Term Support Services/Options Counseling, and Senior Health Insurance Program (SHIP) Counseling

Phone: (217)639-5166

Dial-A-Ride Rural Public Transportation Program Client Registration Form

Last Name:	First Name:	M.I.:
Street Address:	City:	Zip Code:
Township:	Date of Birth:	
Telephone Number:	If no phone, nearby contact #:	Ethnicity:
Email Address:		
Emergency Contact & Relationship to you:		Phone Number:
For survey purposes, please identify your ethnicity (circle your selection) African American Asian/Pacific Islander Caucasian Hispanic/Latino American Indian/Native American Other: _____		
Are you a Public Aid Recipient?: If so what is your Recipient Number?:		Why do you need transportation?
Physical Problems: _____ Vision _____ Hearing _____ Breathing/Use Oxygen _____ Heart/Stroke _____ Diabetes _____ Epilepsy _____ Other	Do you use a Mobility Device or Need a Lift? _____ Standard Wheelchair _____ Motorized Chair Brand: _____ _____ Cane _____ Walker _____ Lift	
Do you require special assistance?	If yes, what type of assistance do you need?	
Do you use a mobility device?	If yes, is your home ADA accessible?	
Directions to your residence if rural?		
How did you hear about Dial-A-Ride? _____ Family and/or Friend _____ Local Media (radio, newspaper, etc.) _____ Noticed DAR Bus _____ Other (Please indicate)		
Client Signature: _____		Date: _____
<u>For Office Use Only</u>		
Office Staff Initials: _____	Date: _____	Client Accepted: _____ Client Denied: * _____
<u>Miscellaneous Notes:</u> 		
<u>*Reason for denial:</u> 		



The Coles County Council on Aging, Inc. assures that no person on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, Federal Transit Laws, 49 CFR Part 21 Unlawful Discrimination, Nondiscrimination In Federally-Assisted Programs Of The Department Of Transportation and as per written guidance under FTA Circular 4702.1B, dated October 2012, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency in accordance with Title VI of the 1964 Civil Rights Act. To find out more about our nondiscrimination obligations or to file a complaint,

please contact the Executive Director at:

Email: contactus@lifespancenter.org

Mail: CCCoA, Executive Director

11021 East Co. Rd 800 North

Charleston, IL 61920

Phone: 217-639-5150

A United Way Agency

Dial-A-Ride reserves the right to make changes to this handbook without notice.