

# Transportation Guide

Northwestern Illinois Center for Independent Living

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## How to Use this Guide

Centers for Independent Living (CIL's) were started in the late 1970s, to establish a non-residential center to support people with disabilities, live their independent lives. It took a while for this grassroots effort, known as the Independent Living Movement, to find its way into all 50 states and the US Commonwealth; but we are here, and we are a strong service!

Illinois was one of the first adaptors of the Independent Living Movement, in the early 1980's. Northwestern Illinois Center for Independent Living (NICIL) is one of the original five (5) CIL's in Illinois.

Fast forward 35-plus years and today, NICIL, as well as 21 other CIL's, continue to work hard every day to develop programming and services that support our consumers, in the five (5) county-NICIL territory which includes: Carroll, Jo Daviess, Lee, Ogle, and Whiteside Counties. Our time is dedicated to serving all people with disabilities to live their independent lives, as they see fit. It is an honor and a privilege to serve!

Our services are tailored to each individual with whom we work. There are some common barriers which keep individuals from living independently. These barriers (or topics) are referred to in the industry as issue areas. There are nine (9) issue areas:

- Assistive Technology
- Attitudinal Barriers
- Communication
- Education
- Employment
- Healthcare Services
- Housing
- Physical Barriers
- Transportation

All NICIL staff are trained to be subject matter experts in these issue areas. Our team has developed issue-area guides to be available to our consumers, which are user friendly. These guides are designed to provide a basic understanding of the issue area, as well as to give information for self-direction. However, we want to be part of the process of independent living, so please, contact our team for one-on-one (individual) services.

Please use this guide to give you a helping hand in understanding the Transportation issue area and use the resources provided as a starting point. When you are ready, know that we are here to support your independent living path.

Check out our website, [www.nicil.org](http://www.nicil.org) for access to all of our issue area guides. Contact the office at 815-625-7860 or via email at [frontdesk@nicil.org](mailto:frontdesk@nicil.org) to request for a copy to be emailed to you. Enjoy!

## Introduction

Northwestern Illinois Center for Independent Living (NICIL) supports people with disabilities to live their independent lives as they chose. Part of being independent is being able to move about; go to doctor appointments, go shopping, go to school, and go visit family or friends. NICIL has put together this guide to help the citizens of our five-county service area: Carroll, Jo Daviess, Lee, Ogle and Whiteside Counties, find transportation options.

This guide contains information on transportation in our five-county service area. This information could change at any time so it is best to call the transportation system that services your area to check if the fares or hours of operation have changed. Transportation in the five-county area is on demand, this means that there are not scheduled routes. To get transportation you must call and make a reservation to be picked up. It is suggested to call transportation as soon as you know you have an appointment. There are limited resources in the five-county area, the seats get full and you may not be able to get a ride. People are not allowed to stand on the bus so they cannot put more people on the bus than there are seats for. Busses are accessible and are equipped with lifts for people that use wheel chairs and other equipment to get around.

Transportation outside of a county boundary is possible but takes some coordination. If you have a doctor appointment in Rockford or other town outside of the county you live in, contact transportation. Most of the transportation travels to the larger areas every month and you can schedule your appointments around this schedule. If you are having a difficult time getting transportation there is the Rural Transit Assistance Center at the Illinois Institute for Rural Affairs at Western Illinois University. They can be contacted to help you find transportation or to help iron out the bumps in getting transportation set up for appointments. They can be contacted Monday through Friday, 8:00AM to 4:30PM at 309-298-2414 or 800-526-9943 or more information can be found on their website at [www.iira.org/rtac](http://www.iira.org/rtac).

The information in this Guide is not exhaustive. For more information or for a copy of the Rider Handbook contact the transit system in your county or NICIL. Remember the sooner you can set up your transportation the better. Happy travels!

Northwestern Illinois Center for Independent Living (NICIL)

412 Locust St.

Sterling, IL 61081

815-625-7860

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

Email: [frontdesk@nicil.org](mailto:frontdesk@nicil.org)

# Carroll County

## Carroll County Transit

306 North Main Street

Mount Carroll, IL 61053

Dispatch phone: 815-244-0011

After hours phone: 815-821-3776

Website: <http://ccsso.net/transportation.html>

Carroll County Transit (CCT), located in Mt. Carroll, Illinois provides public transportation to ALL residents of Carroll County, regardless of age, through a demand-response and non-emergency service. Carroll County Transit can be reached at 815-244-0011

- Curb to Curb service provided. Door to Door Service provided on request.
- All buses are equipped with Wheel-chair accessibility.
- Comfort / Service Animals are permitted.
- Reservations are Required - Call at least one day in advance to schedule transport.
- Passengers are encouraged to call as soon as they are aware of the need to ride.
- Transportation is available Monday through Friday between the hours of 6:00 AM and 6:00 PM.
- Appointments outside of Carroll County - no later than 1:00 PM
- Appointments inside of Carroll County - no later than 2:00 PM
- Information the dispatcher will ask you at the time of request includes name, address, birth date, destination, appointment time, proof of disability, proof of veteran status and if you will need special assistance.
- Driver may ask for picture ID upon boarding.

### Reservations, Scheduling, and Cancellations:

Customers must call 815-244-0011 a minimum of one day in advance (by 11:30 am) to schedule transportation.

Same day service is \$5.00 per trip plus regular trip charge when available.

All stops must be on schedule prior to pick up.

Cancellations should be received 24 hours in advance or as early as possible.

CCT will accept cancellations up to 2 hours prior to appointed PICK UP time without penalty charge.

The penalty fee for late cancellations and no-shows are \$5.00 per time.

Frequent cancellations and no-shows can result in suspension of riding privileges.

Only Medical Trips to Rockford for a Fee and if there is availability and 3-day advance notice.

CCT does Medical trips for Veterans to Madison, WI. Contact the Transit Office for scheduling.

CCT also goes to Monroe for Medical Trips, 3-day advance notice minimum and availability for these trips.

### Carroll County Transit Fees

Fees	One Way	Each Additional Stop
Seniors (60+)	Donations Accepted	Donations Accepted
Disabled & Veterans	\$2.00	\$1.00

Outside of County	\$3.00	NA
Adults (18+) in County	\$4.00	\$2.00
Adults (18+) out of County	\$6.00	\$2.00
Students	\$2.00	\$1.00
Children under 18	\$1.00	NA
Children under 12	\$0.50	NA

## **Jo Daviess County**

### **Jo Daviess County Transportation**

Operated by The Workshop

710 S. West St.

P.O. Box 6087

Galena 61036

Direct Line 815-777-8088

Toll Free 866-648-5901

Fax 815-777-8255

TDY/TDD 800-526-0857

Website: [www.jodaviesscountytransit.com](http://www.jodaviesscountytransit.com)

E-mail: Kathy Gable, Transit Director: [kathygable@jdtransit.com](mailto:kathygable@jdtransit.com)

Transit provides curb to curb transportation for all residents of Jo Daviess County. Monday - Friday 8 AM - 4 PM. Transit is an ADA compliant organization. Each Vehicle is equipped with a lift and tie downs to accommodate wheel chairs and walkers. Trips include, but are not limited to: Shopping, Work, Non-emergency Medical, Galena Food Pantry, Residence, Adult Day Care. Please call at least 24 hours prior to your appointment.

Below is a list of all available locations for medical appointments outside of Jo Daviess County:

Dubuque, IA; Iowa City, IA; Freeport, IL; Rockford, IL; Madison, WI

JDCT may not operate during unsafe weather conditions. Transit will contact passengers in the event that routes are cancelled. JDCT does not operate during holidays.

Fees: Local rides do not exceed \$3.00 for a one-way trip and \$6.00 per hour for a medical trip. Call JDCT for more information on fares.

## **Lee County/Ogle County**

### **Lee-Ogle Transportation System (LOTS)**

210 E. Progress Drive

Dixon, IL 6021

Phone Number: 888-239-9228 or 815-288-2117

TTY: 815-288-9236

Fax Number: 815-288-2114

Website: [www.lotsil.org](http://www.lotsil.org)

Operations: Monday through Friday 6:00am-4:30pm

## Fees

- **Ages 5 and under**  
\$1.00 one way in town or \$0.35 per mile when traveling out of town (change in zip code)  
(Children 5 and under must be accompanied by an adult over the age of 10)
- **Ages 6-59**  
\$2.00 one way in town or \$0.35 per mile when traveling out of town (change in zip code). If the out-of-town fare is less than the in-town fare, the rate will be \$2.00.
- **60+ and Disabled Individuals**  
\$1.00 one-way trip in town or out of town

## Other Transportation Information

- Arrangements for in town rides must be made at least 1 business day in advance
- Request for out of town rides must be made at least 2 business days in advance
- Aides assisting passengers may ride at no cost
- Passengers must be able to access the vehicle without driver assistance or an aide will be required.
- Long distance trips may be scheduled to resources such as Rockford and Mendota at the rate of \$0.35 per mile and is based on vehicle availability and Program Director's approval.

A daily route for Kishwaukee College students is provided daily with stops in Hillcrest, Rochelle and Creston. Drop-offs to Kishwaukee are scheduled for 8:00 AM and 9:00 AM, with returns scheduled for 1:00 PM, 2:30 PM and 4:10 PM. LOTS buses will pick-up and drop-off riders near the bus waiting area on the north end of the Student Center (Door 61).

Kishwaukee College students can purchase bus passes from the Business Office of the College – C2140. Refunds for Bus fares are: 100% during the first week of classes; 50% during the second week of classes; and no refunds after the second week of classes.

At least three (3) times a month LOTS provides a route to Rockford for persons who either need to attend medical appointments or who would like to go shopping. These routes do fill up, so make sure you make your reservation for a ride shortly after you make your doctor's appointment. Call the dispatch staff at (815) 288-2117 for more information. Check out the website <http://lotsil.org> for dates and more information on fares. Reminders for riders:

- Persons who need a ride to a medical appointment in Rockford are asked to schedule those appointments for between 9:00 AM and Noon.
- Cost for rides is \$0.35/mile. Fares for older adults and disabled riders is capped at \$5.00 per ride, one way. \$10.00 round trip.
- Medical appointment rides are Medicaid eligible. Certain restrictions may apply. Ask LOTS dispatch for additional information or check with your Medicaid provider.
- Shopping bags are limited to four (4) per rider. a \$1.00 charge will be applied for each additional bag.

LOTS does not operate during holidays. In the case of inclement weather, Lee-Ogle Transportation System will not transport to ensure the safety of passengers and drivers. Listen to local media for closure information.

Lee Ogle Transportation System welcomes chaperones in riding along with individuals who are going to medical appointments. Only one medical chaperone is permitted per person. When scheduling your ride to the medical appointment please make sure that dispatch is aware that a medical chaperone will be riding along to the appointment. There is no charge for the medical chaperone. For additional information please contact LOTS Dispatch at (815) 288-2117. Service Animals are permitted on the vehicles in compliance with ADA regulations. A service animal is any animal individually trained to work or perform tasks for an individual with a disability. If you have a service animal that will accompany you, please let the dispatcher know when scheduling your ride.

### **Rock River Center Transportation**

810 S. 10<sup>th</sup> St.

Oregon, IL 61061

Phone: 815-732-3252

Toll Free: 800-541-5479

TTY: 815-732-3552

FAX: 815-732-4318

Operations: Monday – Friday 8:30AM – 3:30PM

Rock River Center Inc. provides transportation for adults age 60 and over living in Ogle County. Transportation is partially funded by Title III of the Older Americans Act, Title XX through NIAAA, IDOA and IDOT, as well as through donations from individuals and businesses. Suggested donation is \$4.00 for local service and \$15.00 for roundtrip transports out of county. Older persons will not be denied service due to unwillingness or inability to contribute to the cost of services.

Rock River Center operates a door-to-door service. There are no fixed routes or designated stops for getting on or off the vehicles. Door-to-door service is provided for all our passengers and the RRC's driver will assure that any passenger will be picked up at their door and dropped off at the front door of their destination. The RRC's driver can assist the passenger to and from the vehicle in SAFE conditions: Safe conditions consisting of driveways & sidewalks cleared and proper ramps for wheelchair accessibility.

A personal care attendant may accompany a passenger at no extra charge. Please be sure to notify RRC at the time you schedule your ride if a personal care attendant will be riding with you so a seat is available for this individual. \*Service animals are allowed on RRC vehicles. At no time will any animal other than a service animal be transported. Service animals will be required to remain on the floor and out of the aisle area of the bus.

The passenger utilizing the service animal will be responsible for the conduct of that animal.

\*Service to persons using respirators or portable oxygen will not be denied however the apparatus must be secured at all times while the vehicle is in motion.

\*Adequate time will be given for individuals with disabilities to board or disembark the vehicle.

\*RRC's drivers can assist passengers in loading and unloading reasonable packages from the RRC vehicle

RRC attempts to schedule your ride when you request. Passengers must call at least 24 to 48 hours in advance of your appointment. Passengers are encouraged to call as far ahead as possible for reservations. The dispatcher will not be responsible for confirming your appointments. A pickup or drop off time may be adjusted by the dispatcher, if necessary, in NICIL Transportation Guide



order to maintain efficiency. **All stops must be scheduled at the time your reservations are made to ensure route efficiency. Therefore, it is recommended passengers be ready 20 minutes prior to the scheduled pickup time.**

Rock River Center Transportation service is available in the following areas:

Monday, Wednesday, Friday to Rockford.

Monday – Friday all local areas in Ogle County.

Tuesday to Freeport.

For trips to Dixon & Sterling call for availability.

## Whiteside County

### Whiteside County Public Transportation

1207 W 9<sup>th</sup> St, Sterling

Phone: (815) 625-7433

TTY Users Dial 711

Fax: (815) 625-0155

Website: <https://ridewcpt.net>

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

Administration: Monday-Friday 7:00am to 3:00pm

### Fees

- **Ages 5 and under**
  - \$0.50 one-way within Whiteside County
- **Ages 6 – 59**
  - \$2.00 one-way within Whiteside County
- **Ages 60 and older**
  - \$1.00 suggested donation within Whiteside County
- With prior approval Medicaid recipients may be transported to medical appointments at no cost to the rider. Check with your Medicaid provider.
- **Out of County Fares**
  - \$0.25 per mile for individuals of all ages

**Punch Card: Transportation punch cards can be purchased at WCPT or SVCC.  
Punch cards are \$40 and include 20 rides with 1 free ride.**

### Passenger Guidelines

WCPT's goal is to provide safe, reliable and economical transportation for passengers. Passengers are asked to observe the following guidelines. Failure to do so may result in suspension or termination from the program:

- All passengers must be capable of remaining seated while vehicle is in motion.
- All electric/manual mobility devices are required to be secured by a WCPT employee with proper securement devices.
- Passengers cannot demand a change in schedule, or request to be picked up first or last.
- Drivers will not wait more than 5 minutes for passengers to board.

- Physical or verbal abuse of the driver, or other passengers (example: shoving, hitting, cursing, etc.) will not be tolerated.

**Absolutely No:**

- Eating or Drinking
- Use of tobacco products
- Standing
- Taking non-prescription drugs
- Riding while under the influence of alcohol or illegal drugs
- Possession of weapons
- Transportation of any hazardous substance
- Improper dress (example: no shirt, no shoes, etc.)
- Damaging or disfiguring the vehicles
- Removing any items from the vehicle not belonging to the passenger (example: fares, donations, supplies, etc.)

Any action by a passenger which may endanger the safety of the passengers, driver or vehicle may be cause for disciplinary action or refusal of service. WCPT reserves the right to refuse transportation service to persons violating the above guidelines.

**Curb-to-Curb Service**

WCPT is a demand response, curb-to-curb service. WCPT provides public transportation. The program does not provide *emergency* transportation services. Our drivers are not paramedics. Persons who are experiencing a medical crisis should call 911.

**Escorting Passengers**

Occasionally there are passengers that need special attention while they are on the bus or when they arrive at their destination. Because of this WCPT allows an escort to accompany the passenger, who needs/requires special attention at no charge. Only one non-paying escort is allowed per passenger. Escorts are only allowed when the passenger cannot make the trip without an escort accompanying them.

**Carry-on Items**

Passengers with carry on packages should not leave their items in a doorway or aisle that may cause the driver or other passengers to trip. The packages should be secured in such a way to allow the driver to move freely; not block windows or emergency exits; and protect riders from injury if carry on packages fall or shift.

**Receiving Tips and Gifts From Riders**

WCPT employees are prohibited from accepting tips or gifts or any other goods from riders, which may, in any way, be constructed as an attempt on behalf of the giver to elicit or solicit business favoritism.

**Inclement Weather**

To ensure the safety of passengers, in the event of inclement weather WCPT may suspend service until weather conditions improve. WCPT follows the Unit 5 School Districts weather closings.

## Reservations

Reservations can be made Monday—Friday during the hours of 6:00 a.m. to 6:00 p.m. by dialing 815-625-7433 ext 103, 106, 107, or 115. Rides are based on availability; therefore, it is recommended scheduling your ride as soon as you are aware of a need for transportation.

**Drivers are not allowed to take reservations.** Because the needs of other passengers must be considered, drivers have a schedule to follow. Unscheduled stops **will not** be permitted. If you need to be transported to more than one destination, you must inform dispatch when you call and reserve your initial ride.

## Cancellations and Changes

Cancellations should be made 24 hours in advance or as early as possible. The telephones are equipped with voicemail so you may leave a message before/after office hours and on the weekends. Your consideration concerning cancellations is important in avoiding unnecessary trips.

## Pick-up and Return Rides

Passengers must allow flexibility in pick-up times. When you schedule your ride, you will be given a pick-up window by the dispatcher. Watch for your transit vehicle during your pick-up window and be ready to go when the transit vehicle arrives. Upon arrival, the driver will honk (if necessary). If there is no response within 5 minutes, the driver will depart and continue their route. It is the rider's responsibility to be ready and watching for their transit vehicle because the transit vehicle will not be able to return for you.

## Conclusion

We understand that the public transportation in rural Northwestern Illinois is not ideal. Unfortunately, at this point in time, transportation does not run on holidays or weekends. NICIL is doing what we can to advocate for this to change. Coordinating transportation from county to county can be difficult to rearrange. If you need assistance, contact NICIL and we will do what we can to help.

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