

RESERVATIONS & POLICIES

- ❖ Hours: M-F 7:30am-4:30pm
- ❖ Phone Numbers:
 - **Cass Seniors**
Call 217-323-2929
 - **Schuyler Seniors**
Call 217-323-4512
- ❖ All vehicles are ADA accessible
- ❖ ***Individuals will not be denied service based on their ability or willingness to make a donation.***
- ❖ **Door to Door Service!**
Drivers may NOT enter a rider's home or office. Drivers MAY enter a public lobby or foyer to retrieve passengers.
- ❖ **Drivers are not required to carry packages.**
If drivers do assist you with your packages it is a courtesy and not a requirement. Under no circumstances is a driver allowed to enter your home, packages may be set just inside the door for your convenience. Only one trip is to be made by a driver to your door.
- ❖ **Drivers may NOT conduct personal business for passengers.** Trips to the bank, pharmacy, stops for lunch, etc. drivers MAY help you into the bank, fast food restaurant, pharmacy, etc.
- ❖ **Personal items may NOT be left on the vehicle.** Special trips to return lost items will be made for a fee.
- ❖ **Itinerary changes may ONLY be made with dispatchers' approval.** Drivers may NOT make changes to the itinerary without calling dispatch for permission.

- ❖ **Our dispatch personnel are required to ask you if you need special assistance.** Please let them know at the time of your reservation if you have any special needs. (Wheel chair, power chair, walker, cane, power scooter, service animal, are visually or hearing impaired, etc.) This information allows us to schedule you on the appropriate vehicle and to allow us adequate time to serve you in a friendly, professional manner.
- ❖ Drivers DO NOT have access to cash and cannot make change.
- ❖ Donations are accepted. Suggested donations for services are:
 - One Way Trips inside Beardstown and Rushville- \$2.00/person
 - One Way Trips in Cass and Schuyler Counties- \$3.00/person
 - Side Stops - \$1.00/person

See Inside for out of town Donation Suggestions

**Cass County Senior Center
Contact Mary Anne Davis
217-323-1775**

**Schuyler County Senior Center
Contact Joyce Prather
217-322-6430**

Funding for the Senior Transit Program is provided by:
Title IIIB of the Older Americans Act through a grant from the
Area Agency on Aging for Lincoln land, Inc
Illinois General Revenue Funds



Senior Transit

CSPT is committed to providing safe and reliable "Door to Door" public transportation for persons over the age of 60.

FOR MORE INFORMATION

**Cass County Seniors Call
(217)323-2929
Schuyler County Seniors Call
(217)323-4512**

**OR CALL TOLL FREE:
1-855-803-7433**

TTY: Dial 711 for Illinois Relay Center

Dispatchers are available to take your reservations Monday – Friday
From 7:30am – 4:30pm
Any reservation made outside of these hours will be considered a Same Day Reservation.

**Cass-Schuyler Public Transit
8460 St. Luke's Drive
Beardstown, IL 62618
&
233 N. Congress St.
Rushville, IL 62681**

- ❖ Senior Transit riders must be 60 years of age or older.
- ❖ Personal Care Attendants (PCAs) Ride Free. PCAs are responsible for escorting the client to and from the vehicle and assisting with packages and personal belongings.
- ❖ A minimum of 24 hours advance notice is required for all reservations. (Same day reservations may be accepted ONLY when schedule permits)
- ❖ CSPT REQUIRES that you schedule a return ride. If you do not schedule a return ride you will be assigned a ride at the earliest time available. Please be aware that there will be a wait that could last up to 60 minutes.
- ❖ We suggest that you tell your doctor/dentist office, beautician, etc. that you rely on public transportation. These professionals should be able to give you an estimate of when you will be done.
- ❖ CSPT maintains a 15 minute window / 5 minute wait time, which means that if our drivers have a cancellation or are running ahead of schedule they may arrive at your location as much as 15 minutes early. Also we reserve the right to be as much as 15 minutes late with no advance notice in the case of emergencies which slow drivers down including bad weather, vehicle malfunctions, accidents, or other occurrences outside our control.
- ❖ Our drivers are required to wait up to 5 minutes past your reservation time. (Example: Reservation time is at 1:00 p.m. Driver arrives at 12:50 p.m. Driver must wait until 1:05 p.m. before leaving unless you have boarded the vehicle.)
- ❖ Cancellations are requested a minimum of 30 minutes prior to the reservation time by calling Dispatch at 217-323-2929 or 217-323-4512. Failure to cancel your reservations or refusing rides on a continuing basis may result in service suspension.

Cass County Seniors may give donations directly to the driver.

Schuyler County Seniors will receive a donation statement in the mail each month.

Cass Schuyler Senior Transit is funded in part by federal and state grants. The grants require that we gather specific information about each rider including name, address, phone number, age, race, ethnicity, household income, and next of kin.

We make trips to: Jacksonville, Springfield, Macomb, Quincy, Mt. Sterling, Beardstown, and Rushville.

We transport to and from the Dialysis Center in Rushville.

**All of our vehicles are ADA Accessible.
All of our Drivers are CPR and First Aid Trained.**

**Cass County Council
on Aging**

Provides help for seniors and disabled persons

**with: BEAM applications (formerly known as Circuit Breaker)
Tax Freeze Forms
Medicare enrollments
LIS & QMB Applications
Medicaid and ABE Applications
Appointments are preferred.
Contact Patty Brewer at 217-323-2929**

GENERAL FARE SUGGESTIONS

Cass County		
Destination	1-Way	Roundtrip
Jacksonville	5.00	10.00
Macomb	7.50	15.00
Mt. Sterling	5.00	10.00
Quincy	7.50	15.00
Springfield	7.50	15.00

Schuyler County		
Destination	1-Way	Roundtrip
Jacksonville	7.50	15.00
Macomb	5.00	10.00
Mt. Sterling	5.00	10.00
Quincy	7.50	15.00
Springfield	7.50	15.00