

Background

Piattran's mission is to provide accessible transportation to the general public that travel within or to Piatt County, IL. This program is funded by IDOT through a pass-through grant of FTA Section 5311 and IL Downstate Operating Assistance Program. Additionally, local match funding comes from Piatt County Board, individual and township/village donations, as well as service contracts with human service agencies.

Piattran's bus fleet is fully accessible with lifts and securements for mobility devices not exceeding 800 lbs. Anyone can ride Piattran. However, school age children are transported only when school bus service is not available or when they require special assistance not offered by school bus services.

Piattran does not deny service or otherwise discriminate against any person on the basis of race, color, national origin, sex, age, gender identity, sexual orientation, or disability. For information about our Title VI program please visit www.piattran.org.

Personal Assistance

Drivers will assist getting on and off our buses, and to your doorway as needed.

Drivers can carry up to 5 packages (no more than 10 pounds each) and place those items just inside your threshold.

Drivers cannot assist you beyond the threshold of your doorway. However, a personal care attendant may ride at no extra charge. When a personal care attendant is riding with you, the driver will not be expected to assist with packages or provide assistance between the curb and doorway.

Service animals must be declared to the dispatcher when scheduling the ride.

Fare Definitions

Cash Fares and Auto-Pay for regular service is charged based on demographic grouping defined below:

Under 6 - Rides for free if accompanied by a paying adult rider

Student - Under 18 / Attends College or Job Training Program

Adult - Ages 19 to 59

Senior - Over 60 ***See inside brochure about over 60 rider program***

Disabled - Complete rider intake form detailing disability

Adult Fares

Per-Trip Cash Rate

In City of Monticello.....\$3.00
In County.....\$5.00
Out of County.....\$7.00

Auto-Pay Rate

(provide a credit card/bank account for an auto payment at the end of each month.)

In City of Monticello.....\$2.00
In County.....\$4.00
Out of County.....\$5.50

Student, Senior, & Disabled Fares

Per-Trip Cash Rate

In City of Monticello.....\$2.00
In County.....\$4.00
Out of County.....\$6.00

Auto-Pay Rate

(provide a credit card/bank account for an auto payment at the end of each month.)

In City of Monticello.....\$1.75
In County.....\$3.00
Out of County.....\$4.00

Rates are for each one-way trip. Trips are assumed to be direct, point-to-point, with no waiting or lay-over for the driver.



Piatt County Public Transportation (217-762-7821)

TTY Users Dial 711
Fax: (217) 762-7594

www.piattran.org

Email: ride@piattran.org

Like us on Facebook



Brochures in Alternative Formats are made available upon request.

Scheduling Rides

Call (217) 762-7821 at least one business day prior by 2:00 p.m. to schedule your ride.

For demand response public transportation routes, Piattran does not have bus stops, but instead picks you up and drops you off at your pre-arranged destination.

We request 1 business day advance reservations before 2:00 p.m. However, if space and time is available, we will accommodate same day requests.

To keep our services affordable, we try to accommodate as many requests as possible. Therefore, we ask all of our riders to be ready 15 minutes prior to their pickup time, and to allow for our buses to run 15 minutes behind scheduled pickup times. Please be aware that we are public transportation and as such cannot guarantee arrival or departure times although we make every conceivable effort to meet your scheduled needs and requests.

You can obtain information regarding our Title VI program and complaint procedures by visiting our website at www.piattran.org.

Hours of Operation

Demand Response Routes

Monday thru Friday 6:00 a.m to 6:00 p.m.

Saturday and Sunday – Closed

Office Hours

Monday – Friday 7:00 a.m. – 6:00 p.m.

Our phones are transferred to voicemail beginning at 5:00 p.m. but messages are checked until 6:00 p.m. Additionally, the doors lock at 5:00 p.m. but there is someone in the office.

For **Inclement Weather Closings** or emergency protocols visit our website or like us

Routing

In-City or Township rides are within a 5-mile radius of municipal boundaries and begin and end in the same city/town. In-City options are only available for city and townships within Piatt County.

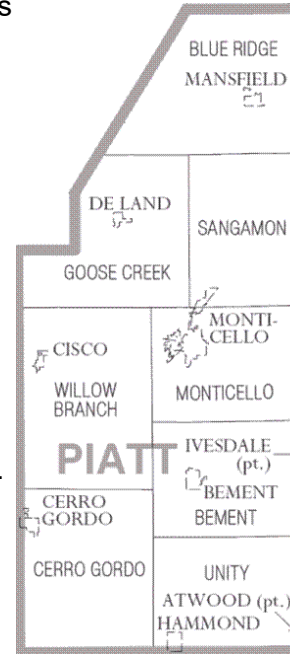
In County rides are located within Piatt County. On a daily basis Piattran serves all Townships/Villages connecting to Monticello and surrounding counties. However, arrival and departure availability is based on demand and availability of buses on a given day.

By scheduling further in advance, Piattran can more easily ensure the preferred times are possible.

Out of County rides include approximately 2-3 daily round trips connecting Champaign-Urbana and Decatur urbanized areas.

Day Trips As our schedule allows, we offer day trips (primarily for senior citizens) to other locations outside of our service area. For more information on Day Trip pricing and availability, contact the Piattran office at (217) 762-7821.

Emergency Procedures vehicles may not operate when roads are unsafe due to inclement weather. Should Piattran decide to close, passengers will be contacted on an individual basis as early as possible. Information will be posted on WCIA, WAND, www.piattran.org and our Facebook page.



Payment Options

Cash Fare is usually paid by the infrequent rider. Please have the correct fare ready to pay as you board, drivers do not have change.

Auto Pay is the best option for the frequent rider. By providing Piattran with a credit card or bank account to keep on file, it will reduce your overall fare prices. The card or bank account will be charged by the 10th of the month for the previous month's rides. You no longer are required to pre-pay for rides and will only be charged for actual rides taken the previous month. The Auto-Pay method also gives you a great degree of flexibility as it can be applied to anyone that you designate as a rider under your account, and is not limited to rides in a specific geographic area, e.g. "In County vs. Out of County".

IL Medicaid and Managed Care Insurance recipients may be eligible for non-emergency medical transportation. If you plan on using this coverage for your fares, please schedule transportation at least 3 business days prior to your appointment with your transportation insurance company. Riders are responsible for obtaining authorization from their provider. Rides denied by Medicaid will be your responsibility to pay.

Agency Service Contracts can be negotiated with Piattran to provide transportation for your customers.

Seniors over 60 Registered Riders are allowed unlimited free rides on regularly scheduled routes In County and one roundtrip per month Out of County. No fare is required for rides scheduled under this designation however donations are appreciated.
