

Overview

Champaign County Area Rural Transit System (C-CARTS) provides safe, convenient, and reliable general public transportation in rural Champaign County. Service is provided within rural areas or between rural and urbanized areas. C-CARTS provides demand response transportation whereby persons needing a ride call ahead to request a specific pick-up time and location. The level of service provided is curb-to-curb allowing passengers to pick-up and drop-off at the curb closest to their desired location.

Who is Eligible to Ride?

Any resident of Champaign County wanting to travel to or from a rural destination in the County. C-CARTS is unable to provide transportation between two locations within the cities of Champaign, Urbana, and Savoy.

What Can We Provide?

C-CARTS is a curb-to-curb, shared ride service. Our operators are able to assist passengers with entering and exiting the vehicle. Further assistance is available to passengers with disabilities upon request.

Passengers with disabilities may be accompanied by a Personal Care Attendant (PCA). PCAs ride at no additional cost.

Service animals are allowed to accompany passengers on all C-CARTS vehicles. Care and supervision of the animal is the responsibility of the passenger. We ask that you inform us when you schedule a trip if a service animal will be with you.

All wheelchairs will be secured during transportation by a C-CARTS operator.

Portable oxygen tanks and respirators are allowed on all C-CARTS vehicles.

Hours of Operation

Monday - Friday
6:00 A.M. - 6:00 P.M.

C-CARTS does NOT operate
on the following holidays:

- New Year's Day (January 1)
- Memorial Day (Last Monday in May)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Thanksgiving (Fourth Thursday in November)
- Christmas (December 25)

Inclement Weather Policy

C-CARTS bases its decision to suspend service to certain areas based on school district closures, available road condition data, and other available weather information. In case of cancellations, C-CARTS will contact the following radio and television stations to disseminate this information:

Radio WCFB FM (92.5), WLRW FM (94.5),
WIXY FM (100.3), WGKC FM (105.9),
WPGU FM (107.1), WDWS AM (1400)

Television WCIA (usually Channel 3)
WICD (usually Channel 15)

Additionally, cancellation information will be
available at www.c-carts.com.

C-CARTS

1101 E. University Avenue
Urbana, IL 61802-2009
217.344.4BUS (4287)
www.c-carts.com



Shared Ride
Transportation Serving
the General Public of
Champaign County



Champaign County Area
Rural Transit System
Curb-to-Curb Transportation
Services for Any Purpose

217.344.4BUS (4287)
www.c-carts.com

How to Ride

Scheduling a Trip

C-CARTS is a shared-ride service. To schedule or cancel your ride, call 217.344.4287; vehicle operators are not able to assist with scheduling rides.

Timing

Reservations must be made at least two (2) business days prior to the requested ride. All trips are scheduled on an as-available basis.

When scheduling rides, please have the following information available:

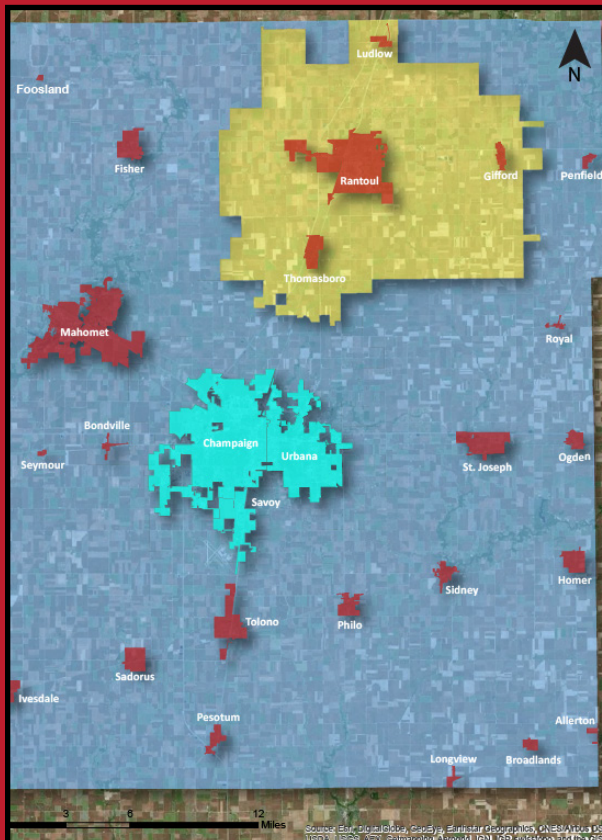
- 1) Name
- 2) Date of Ride
- 3) Pick up address, preferred pick up time, and destination (some locations have designated drop off/pick up areas)
- 4) Same information for return ride
- 5) Whether you use a mobility device
- 6) Whether a personal care attendant (PCA), service animal, or companion will be riding with you

Rules of Riding

We strive to provide all passengers with a consistent experience. With that goal in mind, we ask passengers to adhere to the following rules of riding:

- Your C-CARTS vehicle may arrive 15 minutes before or after your scheduled time. Please help us stay on schedule by being prepared to board when the vehicle arrives.
- Be courteous and kind to your vehicle operator and other passengers
- All passengers must wear seatbelts unless medical authorization prohibits their use and is on file with C-CARTS.
- Eating and drinking are prohibited on C-CARTS vehicles. Tobacco and nicotine products (including smokeless) are also prohibited.
- Please do not use any electronic device or musical instrument in a manner which may be distracting and/or offensive to others on C-CARTS vehicles.
- Please wear proper attire. If you are not wearing shoes or a shirt, you will not be provided service.
- All carry-on items must be managed by the passenger and/or their PCA. Items must be kept in their personal space. Vehicle operators are unable to assist with items.

Service Area



Fares

Origin	Destination	12 and Under*	12 to 60	60 and Over
Yellow	Yellow	\$1.00	\$2.00	\$2.00
Yellow	Blue	\$1.00	\$5.00	\$2.00
Yellow	Teal	\$1.00	\$5.00	\$2.00
Blue	Teal	\$1.00	\$5.00	\$2.00
Blue	Blue	\$1.00	\$5.00	\$2.00

*Please note that children under 12 must be accompanied by an adult

Our Fleet

C-CARTS operates a 100% accessible fleet of 14 passenger vehicles. Each of these vehicles is equipped with a wheelchair ramp or lift to accommodate all passengers.

No Show Policy

To assist in keeping service timely for all of our passengers, C-CARTS vehicles are only able to wait three (3) minutes from the time of arrival at a pick-up location. If a passenger does not show up for their ride during this time, the vehicle must leave to pick up additional passengers and is counted as a no show. Alternatively, if a trip is cancelled less than one (1) hour before the scheduled ride time this is also counted as a no-show.

If a passenger has established a pattern or practice of missing scheduled trips (no show or late cancellation), services can be suspended for a reasonable period of time. Allowances may be made for missed trips out of the passengers control.

The number of no-shows and late cancellations considered a pattern or practice and period of suspension are determined by the frequency that a rider utilizes C-CARTS services.

Comments, Complaints, or Concerns?

Please call the C-CARTS office at 217.344.4287 with questions, comments, concerns, or complaints about service.