

Passengers are not allowed to stand while the vehicle is moving, and no one is allowed to sit on the floor of the vehicle.

Other than service animals, animals are not allowed to ride on the bus without special permission from the SHOW BUS Director.

#### **WHEN CAN RIDES BE ARRANGED?**

Requests for scheduled days service (or specialized service on the bus stop routes) should be made by 9:00 a.m. on the weekday before the day of service.

Requests for special medical service should be made with as much advance notice as possible.

SHOW BUS will attempt to provide service with less notice, but that service will not be provided if it disrupts previously arranged schedules.

Passengers should notify the SHOW BUS office of any cancellation or change in plans as soon as possible. Passengers must call the SHOW BUS office to cancel at least thirty minutes prior to a scheduled pick up time. If a passenger fails to ride without canceling his/her ride three or more times within a month, SHOW BUS reserves the right to suspend that passenger's right to ride for a month.

Drivers will notify the SHOW BUS office when a passenger fails to meet the vehicle, and the office will attempt to contact the passenger to notify them that their ride is waiting. If no contact can be made, the driver will be directed to proceed with the route.

#### **QUESTIONS?**

Please feel free to telephone the main SHOW BUS office. Our toll free number is 1-800-525-2454.

**SHOW BUS 1-800-525-2454**



# **SHOW BUS**

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## **Public Transportation**

### **Riders' Guide**

#### **WHAT IS SHOW BUS?**

SHOW BUS Public Transportation is a not for profit agency that acts as an Operator for McLean and Kankakee Counties to provide public transportation to residents in the rural areas of Kankakee and McLean Counties and all of DeWitt, Ford, Iroquois and Livingston Counties.

#### **WHO CAN RIDE?**

Everyone can ride. Persons of all ages and income levels may ride. SHOW BUS is a federally assisted program to provide public transportation to any individual. SHOW BUS does not discriminate on the grounds of race, color, national origin, sex, age or disability; none will be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance. If you feel you have been discriminated against, please contact the SHOW BUS Director, Laura Dick, to file a complaint. She can be reached at 309-747-2454.

**SHOW BUS 1-800-525-2454**

## **WHO CAN REQUEST SPECIAL ASSISTANCE?**

All vehicles are equipped with lifts or ramps for easy access. All vehicles with lifts also are equipped with lift chairs for ambulatory passengers who wish to use the lift instead of the steps. The lifts can accommodate standard wheelchairs and total weights up to 600 lb.

SHOW BUS provides door to door service as needed. While drivers will assist passengers to the vehicle, they are not allowed to assist passengers with mobility devices up and down stairs or up and down non standard ramps. They are also not allowed to support an ambulatory individual beyond providing a steady arm. In addition, drivers are required to report any condition that may cause door to door service to be hazardous (such as ice covered walks), and the SHOW BUS office may direct the driver not to provide such service to protect the safety of both the driver and the passenger.

Drivers are also not allowed to provide door through door service beyond very limited service into a public area.

Drivers will assist with grocery sized packages (no more than 10 lb.) and will provide assistance with seatbelts as necessary.

Service animals are allowed on all vehicles, and escorts ride free of charge.

Passengers with respirators or portable oxygen will be accommodated.

Anyone can request such services. There is no qualification process.

## **ARE THERE RULES FOR PASSENGERS?**

SHOW BUS attempts to limit rules in order to accommodate the needs of all potential riders.

SHOW BUS does require all wheelchairs to be secured to the floor of the vehicle for the safety of all riders.

Use of seat-belts is very strongly encouraged, and drivers will report any refusal to wear seat-belts to Dispatch prior to leaving the pick up point.

Passengers are also strongly encouraged to use the safety rails provided while boarding, walking on and deboarding the vehicle.

Generally, drinking and eating on the vehicle will not be allowed. However, a driver may make exceptions due to medical needs and/or long trips.

Smoking is never allowed.

Passengers (and their possessions) must be able to ride without posing a significant risk to themselves or to others. Drivers will report any potential risks to the SHOW BUS Dispatch, and action may be taken.

While there is no set policy on the number of packages allowed on the vehicle, passengers are reminded to consider the needs of others on the vehicle. SHOW BUS does reserve the right to set limitations of packages to three if the numbers on any route or by any passenger become issues to safety. No oversize or overweight items are allowed on board without express permission of the SHOW BUS office.

Again, drivers will help with grocery sized packages (no more than 10 lb).

Children will be secured as required by law.

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**This brochure is available in other formats upon request**