



Call Us!

Bloomington-Normal Public Transit System is here to help. If you have any questions about the Special Services program, or wish to apply for eligibility, please contact us. We are always happy to help you with any of your transportation questions.

See us on the web at www.b-npts.com and download the Special Services application—a faster and more convenient way to apply!

Bloomington-Normal Public Transit System

351 Wylie Dr.
Normal, IL 61761

Special Services Information:
(309) 828-7511
(Voice or TDD)

General Services Information:
(309) 828-9833
www.b-npts.com

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Special Services

Bloomington-Normal's ADA Transportation Program

A Program of
Bloomington-Normal
Public Transit System

(309) 828-7511
(Voice or TDD)
www.b-npts.com



What is “Special Services”?

Unlike fixed route services, which do not deviate from their established route, the Special Services buses pick up and discharge passengers at the curb in front of their origin and destination.



All of the Bloomington-Normal Public Transit System’s (B-NPTS) buses are equipped with lifts to assist riders getting on or off the bus. The fixed route buses also have the ability to lower the front steps (i.e., “kneel”) to assist riders. Many riders with disabilities find the regular, lift and kneel equipped fixed route buses suitable for their needs. However, some riders have disabilities that do not allow them to use regular fixed route bus services. For these riders B-NPTS offers “Special Services”.

Who May Use Special Services?

A person’s eligibility to use Special Services is determined on a case-by-case basis following specific eligibility criteria. In general, the B-NPTS provides Special Services for:

1). ADA Eligible Riders

Some riders are eligible to use Special Services because they have a disability that qualifies them under the Americans With Disabilities Act (“ADA”). These eligible riders are persons who are unable to use the fixed route bus. For the most part, these riders are unable to get to or from a fixed route bus stop because of their disability.

2). Riders Age 65 or Over

Special Services are made available to non-ADA eligible persons (age 65 and over) when and if other schedule commitments permit.

Who is “ADA Eligible”?

To obtain information regarding ADA eligibility and the certification process, please call the Transit System Office at 828-7511 (voice or TDD), or check our website at www.b-npts.com.

What if I Need a Personal Attendant?

ADA eligible riders are permitted to have a Personal Attendant ride (at no charge) with them provided they indicate the need for a Personal Attendant when applying for ADA certification. The Personal Attendant must board and alight the bus at the same origin and destination as the ADA eligible rider.



Persons who need help getting to and from the bus should make arrangements to have a Personal Attendant accompany them. Drivers may not leave the immediate area of their bus unless an emergency arises. Drivers will assist passengers getting on and off the bus as requested.

Traveling Companions

ADA eligible riders may choose to have a traveling companion accompany them. Traveling companions must pay the same fare as the ADA eligible rider with whom they are traveling and they must board and alight the bus at the same points as the ADA eligible rider.

Vehicle Features

In addition to other features, the Special Services vehicles are equipped with:

- wheelchair lifts to accommodate passengers who are in wheelchairs or any other passengers who require a lift to board the bus
- passenger seat belts and wheelchair restraints that secure passengers in their wheelchairs and restrain wheelchairs firmly to the bus



- two-way radios that give each driver instant communication with the B-NPTS offices should a problem arise
- excellent interior lighting

Hours of Operation

Special Services operate during the same hours as the regular, fixed route service, plus the After Hours program. These hours are:

Mon - Fri: 6:00 A.M. - 1:00 A.M.
Saturday: 7:00 A.M. - 1:00 A.M.
Sunday: Limited service, please call

Special Services Fares

ADA Eligible Riders: \$2.00 each way
Personal Attendants of ADA Eligible Riders: Free
Traveling Companions of ADA Eligible Riders: \$2.00 each way
ADA Eligible Riders (prepaid monthly access): \$51.00
All Other Passengers: \$4.00 each way
After Hours ADA Eligible Riders (9:30pm-1am): \$2.00 each way
Prepay Option (Monthly): \$51.00 / month
-Prepay available for ADA riders only.
-Payment due by 1st of month.

Information & Reservations

Special Services reservations may be made up to fourteen days in advance of the day service is desired. Reservations must be scheduled no later than the day before service is desired. The Special Services phone number is 828-7511 (voice or TDD). The B-NPTS makes every effort to meet its passenger schedule commitments. Traffic congestion, service cancellations, weather and other factors beyond our control effect the ability of the Special Services to meet its schedule. When scheduling service, please allow for the possibility that the actual pick-up time may be up to 30 minutes prior to or after the scheduled pick-up time.