

**White County Council on Aging  
White County Public Transit System**

**Providing Rides for People of all Ages**



Approved by Board of Directors on July 31, 2018  
**How to Ride Guide for  
White County Public Transit System**

**Service Provider: White County Council on Aging  
116 E. Marion Street  
Monticello, IN 47960**

**(Website) [www.Whitecountyseniorservices-publictransit.com](http://www.Whitecountyseniorservices-publictransit.com)**

**This Rider Guide is available in alternative format upon request.  
Indiana Relay Number 1-800-743-3333**

## Welcome

White County Council on Aging would like to welcome you to learn about White County Council on Aging Public Transit. The Board of Directors of White County Council on Aging assists with financial planning and policies regarding the operations of White County Public Transit. All Board meetings are open to the public. Our service area is White County and Jefferson and Adams Townships in Carroll County. The trips must originate from these service areas and end in this same service area. Round trips to Lafayette can be scheduled. Drivers are thoroughly trained in safety and passenger assistance through the Indiana Rural Transit Assistance Program. Throughout this guide you will find helpful, customer-friendly information regarding the use of our service. This guide is available in an alternative accessible format for the convenience of all our consumers. Should you need additional information please do not hesitate to call 574-583-9119.

We sincerely hope that this Rider's Guide answers any questions you may have about our service.

## Whom to Call

Trip Reservations/Cancellations/Complaints 574-583-9119 or 800-913-3582  
Reservation Hours are Monday through Friday- 8:00 am to 4:00 pm.

**Emergency Cell Number 574-297-4936**

## Scheduling a Ride

All trips are scheduled in advance on a first come first serve basis and are scheduled on a time and space availability basis. Trip reservations must be requested 24 hours in advance of the requested pick-up time. Trips must be scheduled by calling 574-583-9119. **Trips cannot be scheduled by telling the driver.** Hearing impaired persons can call the Indiana Relay Service at 711 or 1-800-743-3333. Same day add-on trips will be accommodated if there are openings on that day's schedule. Trips are made to Lafayette on Monday through Thursday mornings only. Try to schedule your appointment between 9:30a.m. and 11:30a.m. We request a week's notice for Lafayette trips whenever possible.

Trips out of our service area may be approved upon availability but the passenger must pay the full cost of the trip.

## **When calling to reserve a ride, have the following information ready:**

- \*Your first and last name
- \*Date when you want to travel
- \*Pick up address and telephone number
- \*Your Medicaid number if you have Medicaid Insurance
- \*Your requested pickup time or appointment time
- \*The address of where you want to go.
- \*If you will be using a wheelchair or another mobility device
- \*If you will have an eligible service animal as defined by Title III of ADA

- \*If you'll have an eligible companion or Personal Care Attendant as defined Under Title III of ADA.
- \*If you will be accompanied by a child under eight (8) years of age or who weighs less than 80 pounds, you must supply an age or weight appropriate car seat. It will be the passenger's responsibility to safely secure the seat.
- \*Children under 12 years of age must be accompanied by an adult.
- \*If you have any serious medical conditions that our drivers should be made aware of.
- \*Any other information the transit system should know to help make your trip safe and comfortable.

**Holidays Observed-No Service**

- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- Week between Christmas and the New Year
- New Year's Day

**Donation Structure**

This public transportation program is a cost-effective way to provide transportation for the general public. It is very important for passengers who utilize this program to give donations. Transportation funds are limited. Our suggestion for trips around the city limits of Monticello is \$1 for each one-way trip. For all trips made outside of the city limits of Monticello, we suggest 40 cents a mile. Some examples would be:

- Reynolds     \$3.20
- Monon        \$6.60
- Lafayette    \$12.80

These suggestions are one-way.

Your donation is crucial to the success of the program, and it ensures that the transportation program will continue to be available to you. If you can't give the suggested donation amount, any amount you can give is helpful. Donations can be given to the driver or the dispatcher. You can also mail a donation to the White County Council on Aging, P.O. Box 421, Monticello, IN 47960.

## Travel Time

- If you are traveling to an appointment, be sure to tell the dispatcher what time you must arrive at your destination. Then the correct pick-up time can be computed for you.
- All service is subject to “shared rides” your total travel time will allow time for others to board and ride in the same vehicle if needed.

## Companions and Personal Care Assistant (PCA)

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations, transit entities are required to permit one person to accompany the ADA eligible individual. Additional persons accompanying the eligible individual are to be served on a space-available basis to prevent displacement of other ADA eligible individuals. The transit provider may not limit who the companion may be. The companion may be a family member, friend, or business associate, etc. The transit system may require that the eligible individual reserve a space for the companion when reserving his or her own ride. A personal care Attendant (PCA), someone designated or employed to assist the eligible individual may always ride with the eligible individual. The transit system may require that the eligible individual reserve a space for the PCA when reserving the trip. If there is a PCA on the trip, the eligible individual may still bring a companion, as well as additional companions on a space-available basis. To be considered as “accompanying” the eligible individual, a companion must have the same origin and destination points as the eligible individual.

## Cancellation and “No Show” Policies

### **Canceling a Ride**

To cancel trips, call the dispatcher at 574-583-9119. Please remember to cancel your trip if you are unable to take your trip as soon as possible or at **least one (1) hour** before your scheduled pickup time. This will help free up space for others to ride and keep program costs down.

Cancellations made less than one (1) hour prior to scheduled pick up time will be considered a **no-show**.

### **No-Shows: Definitions and Penalties**

You may be considered a “no-show” if you:

- Reserve a ride but do not meet the vehicle upon its arrival.
- Are not ready to board the vehicle within 5 minutes of its arrival after the scheduled pick-up time.
- Call to cancel a trip less than one hour before the scheduled pick-up time.
- If you are a “no-show” for a trip and we are unable to contact you, any subsequent trips already scheduled for the future will be cancelled unless we hear from you.
- If a trip results in “no-show”, passengers will still be required to make a donation.

If you have three (3) “no-shows” within a 90-day period, your service will be suspended for 30 days. You will be notified verbally and will receive a written notice. This notice will explain the suspension and give you an end date of said suspension. Trips in which passengers will not be picked up due to circumstances related to service will not be considered a “no-show”.

### **Pick-up and Drop-off Procedures**

- When you reserve a ride, you will be given a 15 minute “window” within which to expect your ride. You should be ready to board the vehicle at the beginning of your pickup window.
- When the driver arrives at the pickup point, if he or she does not see you they will attempt to find you (e.g., call you on the telephone).
- If the driver cannot locate you within 5 minutes of arrival at the pickup point, they will list you as a “no-show” and leave.
- Service is door-to-door. If you are mobility impaired, make sure that you tell the dispatcher when you call to request a ride. However, our drivers are not responsible for getting wheelchairs up and down more than one step or curb. Drivers are not permitted to enter a person’s residence.
- You will not be considered a “no-show” if you refuse a ride that arrived later than the 15-minute window.
- **Reasonable accommodation requests can be made when making a reservation.** White County Public Transit will attempt to honor all individual requests for service accommodations or modifications.

### **Boarding with a Mobility Device**

All wheelchair accessible vehicles used in this service are equipped with passenger lifts that meet ADA specifications. They will accommodate mobility devices such as standard wheelchairs and some electric wheelchairs. A common wheelchair is defined as one that does not exceed 30-inches in width and 48 inches in length above the ground and does not weigh more than 600 pounds when occupied. We do not transport Geri Chairs.

- If you need a passenger lift to board a vehicle, the driver will assist. All drivers are trained to operate the lift.
- If needed, you may also board the vehicle while standing on the lift.
- For your safety, please be sure that your wheelchair or other mobility device is maintained according to the manufacturer’s specifications. We request that the brakes be in good working order.
- If riders live in a building where stairs cannot be avoided, it is the rider’s responsibility to have assistance available.
- We encourage wheelchair users to remain in their chair. Users must wear a lap belt while riding on our public transit system.

### **Transporting Packages**

Because the vehicle could be shared by several riders, each passenger must limit their parcels/bags to what they themselves can carry. Drivers must adhere to a schedule. For the safety of all riders, you may not transport explosives, acids, flammable liquids, or other hazardous materials.

### **Transporting Life-Support Equipment**

You may bring a respirator, portable oxygen, and/or other life-support equipment if it does not violate laws or rules regarding hazardous materials. Equipment must be small enough to fit into White County Public Transit vehicles. If large oxygen tanks are to be transported, they must be able to be tied down and secured. Life-support equipment should be checked by passengers for proper operation and levels of oxygen before boarding the vehicle. White County Public Transit drivers are not responsible or authorized for adjusting or operating life-support equipment.

### **Transporting Children**

Car seats must be provided for all children under the age of eight (8), or weighing less than 80 lbs. Children under the age of 12 must be accompanied by an adult. Children must be kept under control. It is distracting and dangerous to the driver to have children who are screaming, crying, hitting or throwing objects. Drivers are not babysitters.

### **Transporting Animals**

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations, “service animal” is defined as “any animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individual with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items”. DOT ADA regulation requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. White County Public Transit requests all passengers to be accompanied by an animal that meets the definition above to notify the scheduler/dispatcher at the time of trip request. “Service animals must be under the control of its handler during the duration of the trip and may be removed from the vehicle if posing a direct threat to the safety of other passengers or the driver.”

### **Rider and Driver Responsibilities**

White County Council on Aging Public Transit System has a short list of common-sense responsibilities designed to ensure safety and comfort for all riders as well as the driver.

### **Rider Rights:**

- Riders are entitled to a safe ride with a competent driver arriving at your destination in a timely manner.
- Riders are entitled to transportation on a first come basis.
- Unless other arrangements are made, riders may expect to be transported to and from their destination.
- Any private information given to White County Council on Aging Public Transit staff about your transportation needs, medical conditions, or financial information will be regarded as confidential.
- To ensure the quality of the program, we want to know of any issues or concerns you may have about our program.

### **Recommendations for Common Courtesy's:**

- Carefully read all sections of the Riders Guide.
- Make reservations at least one day (24 hours prior to appointment time) in advance for within the County trips.
- Make reservations at least seven days in advance for outside of the county trips.
- Be at pick location on time.
- Call to inquire when the vehicle has not arrived by the end of your 15-minute window.
- Call to cancel unneeded rides at least one (1) hour in advance. .
- Alert drivers of any special needs or concerns. .
- Maintain wheelchairs or other mobility aids in a safe condition according to manufacturer's specifications.
- Expect shared-ride service: others may be picked up or dropped off before you reach your destination.

### **Required Passenger Rules of Conduct:**

- No eating, drinking or smoking in the van.
- Shirt and shoes must be worn at all times.
- No riding under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- No radios, cassette-tape players, compact disc players or other sound-generating equipment are to be played aloud aboard the vehicle.
- No flammable substances or explosives.
- No spitting.
- No urinating or defecating unrelated to disability.
- Wear seatbelts at all times.

- Avoid distracting the driver or other passengers with inappropriate behavior.
- No soliciting of other passengers.
- No physical altercations with the driver or other passengers.
- No use of obscene, profane, or indecent language.

White County Public Transit may deny service in accordance with applicable Federal, State and local law. If a passenger fails to comply with general rules of conduct or the driver believes there is a particular situation which poses an immediate or direct threat to the safety of passengers or the driver, service may be denied. If you believe you have been denied service unjustifiably, please refer to the complaints and appeal section of this guide.

**Drivers have a responsibility to:**

- Adhere to the same standards of courtesy and personal hygiene as those required of the riders.
- Wear seat belts.
- Maintain passenger confidentiality.
- Treat riders with courtesy.
- Maintain the assigned service schedule for the convenience of all riders.
- Assist riders when leaving and entering the vehicle in accordance with applicable ADA and Reasonable Accommodation requirements.
- Drivers must exhibit a positive and professional attitude with staff riders, and the community.
- Drivers are to attend training workshops and meetings as required by Federal, State and local agencies.
- Maintain all licenses required under applicable Federal, State and local laws for the provision of public transportation.
- Comply with all applicable Federal, State and local laws regarding FTA and DOT Drug and Alcohol Program requirements as identified in 49 CFR Parts 40 and 655.
- Report all accidents and incidents as required by applicable Federal, State and local law, rules and regulations.
- Drivers must immediately report all road violations to the White County Council on Aging staff and maintain a good defensive driving record.
- Drivers are mandated to report immediately to the White County Council on Aging staff any reasonable suspicion of abuse /neglect of any passenger they transport.

**Assistance included but is not limited to:**

- Offering ambulatory passengers a steadying arm or other appropriate guidance or assistance when walking or using stairs.



- Helping people in wheelchairs to maneuver on standard ramps to and from their destination.
- Assist with seatbelts.
- This is a door to door demand response service.

**Drivers are not permitted to:**

- Enter rider residences.
- Perform any personal care assistance for riders, such as dressing or taking to restroom facilities.
- Lift or carry riders.
- Carry riders or wheelchairs up or down stairs.
- Accept tips or gratuities.
- Park where it is not safe for them to back up or turn around.
- Make unauthorized stops. Drivers are not allowed to drop off at unauthorized drop-off points. If you change your destination, you need to notify the dispatcher prior to making the trip.
- Drivers are not permitted to become personally involved with passengers and should refrain from advising passengers about any problem they might have.

**Safety**

Service and Safety are always our top priority. When you ride with White County Council on Aging Public Transit System, we want you to feel comfortable, be safe, and enjoy your ride. If for any reason, you feel uncomfortable during your ride, don't hesitate to approach the driver or contact the White County Council on Aging Public Transit office at 574-583-9119.

- Drivers are responsible for passenger safety and will report any unsafe conditions or situations to the White County Council on Aging Public Transit office.
- Drivers may deny service in accordance with applicable Federal, State and local law. If a driver believes there is a particular situation which poses an immediate or direct threat to the safety of passengers or the driver, service may be denied. If you believe you have been denied service unjustifiably, please refer to the complaints and appeals section of this guide.
- All vehicles are maintained in accordance with applicable Federal, State and local requirements and regulations.
- Abide by all applicable federal, state, and local regulations.
- Maintain insurance coverage exceeding the legally mandated minimums.

### **Inclement Weather**

As the provider of transportation to general public living in this White County Area, it is our intent to remain open and available to our clients during bad weather. However, there will be times due to severe driving conditions and for the safety of our drivers, and riders that we will cancel transportation. This decision will be made by the White County Council on Aging Public Transit office. White County Council on Aging Public Transit reserves the right to not operate on roads if it is felt to be unsafe for passengers as well as drivers. Walkways, paths and ramps must be in good repair and free of ice and snow. **For possible delays or closures please listen to WMRS 107.9.**

### **Lost Items**

White County Council on Aging Public Transit is not responsible for lost, stolen, or damaged items. To check for a lost item, please call 574-583-9119.

### **Keep Us Up-to-Date**

Please call the White County Council on Aging Public Transit office if there is a change in the following:

- Your address or telephone number
- Your emergency contact's name or telephone number
- The type of mobility device you are using
- Your ambulatory status
- It is not required but it would be helpful if you tell us you have Medicaid

### **Complaints**

If you experience a problem with a specific ride, you may wish to file a formal service complaint. All formal complaints are investigated and receive responses. This must be done within 14 days of the complaint in question. Passenger names will be kept confidential. All complaints are taken seriously and every effort is made to resolve complaints in a timely manner. To file a formal service complaint, please provide the following information:

- Rider's name, address and telephone number
- Date and time of the incident
- Details of the incident

Suggestion Surveys are available upon request.

### **Suspension of Service**

Misusing the system can result in suspension of your transportation service. The following are examples of misuse of the White County Council on Aging Public Transit system, which could lead to suspension:

1. Allowing friends or family to ride using your name.
2. Suspension for “no-shows”. If you “no-show” three times within any calendar quarter, your service will be suspended for 30 days.
3. Abusive or disruptive behavior which is not directly related to disability as defined by Title III of the ADA. Such behavior can annoy or endanger passengers, drivers, or other staff or riders. Disruptive abusive behavior includes but is not limited to:
  - Intimidation or threats of physical harm to driver or other riders
  - Verbal abuse of drivers, staff or other riders.
  - Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations.
4. Voluntarily and repeatedly violating riding rules such as:
  - Smoking in vehicles
  - Not wearing seatbelts
  - Eating or drinking in vehicle
  - Defacing equipment

If an investigation reveals your disruptive behavior is due to a disability that is beyond your control, a sudden personal emergency, or a sudden illness, your service may not be suspended. Appeals to suspension of service must be submitted in writing to the transit director within 30 days of notification of suspension. All passengers will be permitted to use service during the appeals process. The Executive Director will have three (3) days to issue a final suspension decisions in writing to the passenger involved. All final decisions will be implemented within seven (7) days of passenger notification.

### **Customer Service**

White County Council on Aging Public Transit System welcomes your compliments, complaints, and suggestions. We are committed to using customer input as a tool to improve service quality. All comments may be submitted by mail to P.O. Box 421, Monticello, IN 47960 or by Fax at 574-583-9175 or phone 574-583-9119.

### **Public Notice of Rights under Title VI of the Civil Rights Act of 1964 White County Council on Aging Public Transit System**

**White County Council on Aging’s Public Transit system** operates its programs and services without regard to race, color, religion, sex, sexual orientation, gender identity or national origin in accordance with Title VI of the Civil Rights

Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with

**White County Council on Aging's Public Transit system.**

For information on **White County Council on Aging's Public Transit system's** civil rights plan and the procedures to file a complaint contact **Teresa Puterbaugh** at **574-583-9119** or TTY **Indiana Relay Service dial 1-800-743-3333** or **teresap@wcoa.comcastbiz.net** or visit our office at **116 E. Marion Street, Monticello, In 47960.**

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the

Office of Civil Rights

Attention: Title VI Program Coordinator

East Building 5th Floor-TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

If information is needed in another language or alternate format Contact Teresa Puterbaugh at above number or email.

**Note: Transit system should ensure the other language information is also provided in any languages spoken by LEP populations that meet the Safe Harbor Threshold.**

This document can be made available in alternative format.\*