

Whitley Co. TRANSIT



710 N. Opportunity Drive
Columbia City, IN 46725

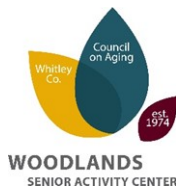
Phone: 260-248-8944 or 1-800-290-1697
TTY Relay System 800-743-3333
www.whitleycountycouncilonaging.com

RIDER'S GUIDE

OFFICE HOURS

Monday-Friday 8:00 a.m. to 4:00 p.m.
Service is not available on weekends or legal holidays.

Provided by:



WHO'S ELIGIBLE TO RIDE?

Whitley County Transit (WCT) provides door-to-door public transportation with no evaluation or pre-qualification.

WHAT ARE MY RESPONSIBILITIES AND RIGHTS AS A RIDER?

Riders must wear shoes and shirts and must practice good personal hygiene for the respect of other riders and the driver. Eating, drinking, swearing and smoking are strictly prohibited. Weapons, gasoline or any toxic materials are not permitted on the vehicles. Children 12 and under must be accompanied by an adult, with the exception of school transportation. Infants and children four (4) years and younger or less than 40 pounds must ride in a federally approved car seat (provided and secured by the accompanying adult). Strollers and grocery bags or carts must be kept out of the walkways. **Riders have a carry on limit of 8 packages. Drivers will assist only to the door (WCT highly recommends bringing a cart). Oxygen tanks are also permitted, but must be secured with straps.** Passengers must wear seat belts at all times. Passengers are not to enter or exit the vehicle without a driver present. **Passengers who fail to abide by these rules may be denied the privilege of riding WCT.**

HOW DO I MAKE A RESERVATION?

Call 260-248-8944 (Toll-free 800-290-1697) or TTY Relay System 800-743-3333 between the hours of 8:00 am and 1:00 pm to request a reservation for the next business day or up to 30 days in advance. **WCT cannot guarantee same day service**, so please make reservations 24-48 hours in advance. Service is on a first come first served basis limited to available capacity.

WHAT INFORMATION WILL BE REQUESTED?

- * First, last name and birth date
- * Address and phone number of pick-up location
- * Exact address, phone number of destination and appointment time
- * Specify whether the trip is one way or a round trip
- * Specify if any type of mobility device is used
- * Specify if a SERVICE ANIMAL or an attendant will accompany rider (1 attendant/guest per trip is free)

***Regular fees apply for 2nd attendant or guest*

WHAT ARE THE FARES?

- * \$4.00 one way within 4 miles of the city limits; \$3.00 for children 6-12 with adult. (1st child free)
- * \$7.00 one way within Whitley County; \$3.00 for children 6-12 with adult. (1st child free)
- * \$27.00 one way for trips outside Whitley County up to 30 miles
- * Infants & Children 5 and under ride free when with an adult, but adult must provide the car seat
- * Out of County \$54.00 Round Trip
- * Veterans \$20.00 Round Trip for out of county (Community Foundation supplements remainder of cost)
- * Working Seniors 60+ public rates apply
- * Seniors 60+ donation only, service is not denied to anyone who is not able to donate

~ Exact payment is required ~

Prepay for your convenience! Prepaid punch cards provide \$25.00 worth of rides and are available at the office.

WHAT IS MY PICK UP TIME?

Times are scheduled to pick up riders as close to appointment time as possible. Be ready 15 minutes before the scheduled time. To ensure that drivers stay on schedule, they are only required to wait 5 minutes for a passenger, and then they must proceed to their next pick up. Please call if the driver has not arrived within 15 minutes of the scheduled pick up time. WCT tries to be as prompt as possible.

HOW DO I CANCEL A RESERVATION?

Riders are asked to cancel any ride as soon as it is known it will not be necessary. WCT has an answering machine after hours. Press 1 for transportation. PLEASE LEAVE A MESSAGE. Cancellations must be reported in advance 2 hrs. prior to pickup to avoid a “no-show” fee. If a cancellation is not reported and WCT comes to pick up a rider, that rider will be charged a \$7.00 “no show” fee in Columbia City or a \$12.00 “no-show” fee in Whitley County.

WHAT ARE THE DRIVER’S RESPONSIBILITIES?

The driver’s responsibility is to transport passengers safely from one door, provided driveways, walkways and ramps are clear of all hazards. Drivers may not enter a residence. Drivers will assist passengers entering and exiting the vehicles and with up to **8** packages to the **door**. Packages must be small enough to be placed in the storage area of the vehicle or must be kept out of the aisles. Drivers are to secure mobility devices and fasten seatbelts with approved methods and equipment.

***Drivers are responsible for collecting fares.
Please have exact change ready!***

WHAT IF I HAVE A PROBLEM?

Riders may call 260-248-8944, toll-free 800-290-1697 or TTY 800-743-3333 to report **any** suspicious activity or if customer service expectations are not being met.

WCT is not responsible for lost, stolen or damaged articles!

INCLEMENT WEATHER POLICY

When a **WARNING** for Whitley County is issued, the Whitley County Council on Aging offices, nutrition/activities and Whitley County Transit (WCT) will be closed.

In the event of a **WATCH**: the office will be open but nutrition/activities will be closed. WCT will be in operation with no out-of-county trips except dialysis and limited local medical trips.

In the event of an **ADVISORY**: all offices, nutrition/activities and WCT will be operational; however, we reserve the right to take further action based on impending weather changes. Watch **WANE TV** to check for cancellations.

Closed on the following Holidays: New Year's Eve (1/2 day, close at 2pm), New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving and day after, Christmas Eve and Christmas Day.

We sincerely appreciate the opportunity to provide your transportation needs and hope this Rider's Guide will answer many questions you may have. Should you require any other information such as: the guide in another language, alternative format for the hearing or visually impaired, or if you have any complaints or comments visit our website at whitleycountycouncilonaging.com or call Becky @ 260-248-8944, 800-290-1697, TTY 800-743-3333 or via email at becky@wcco.biz.

PUBLIC NOTICE OF RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Whitley County Council on Aging / Whitley County Transit operates its programs and services without regard to age, race, color, sex, sexual orientation, gender identity, religion, or national origin in accordance with Title VI of the Civil Rights Act any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with WCCOA. For more information on Whitley County Transit's civil rights plan and the procedures to file a complaint contact Whitley County Council on Aging Executive Director, Becky Salaway, 260-248-8944 or TTY 1-800-743-3333; becky@wcco.biz or visit our office at 710 N. Opportunity Drive, Columbia City, IN 46725 or for more information visit our website at: www.whitleycountycouncilonaging.com

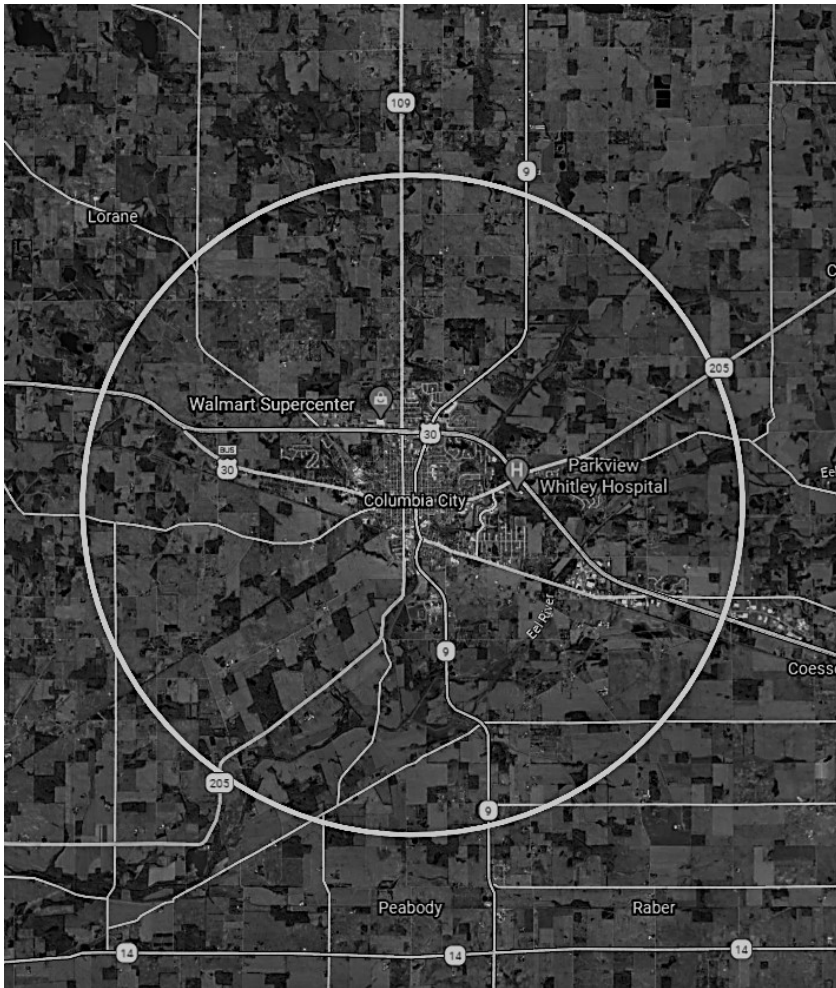
A complaint may be filed directly with the Federal Transit Administration at:

Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor –TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

ADA COMPLAINTS

WCT operates in compliance with Title II of the ADA Act. WCT does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of discrimination you may file an ADA discrimination complaint. To file a complaint contact (260) 248-8944, (TTY 800-743-3333); email ADA complaint at becky@wcco.biz or visit our administrative office at 710 N Opportunity Drive, Columbia City, IN. For more information, visit whitleycountycouncilonaging.com

The circle shows a 4 mile radius.



WCT public transit is a service provided by the Whitley County Council on Aging with funding provided in part by the Whitley County Government, INDOT 5311 funds, AIHS Title IIIB funds from the Older Americans Act program, Medicaid, fundraising efforts and charitable contributions.

All policies available upon request.