

What are my responsibilities as a rider?

- ◆ To be on time
- ◆ To call to cancel in advance
- ◆ To not eat or drink in vehicle
- ◆ To not swear or cuss
- ◆ To not smoke
- ◆ To wear your seatbelt
- ◆ To treat your driver with respect
- ◆ To schedule rides which you intend to use
- ◆ To pay your fare for each trip
- ◆ To bring only service animals aboard
- ◆ To bring only as many bags as you can reasonably carry
- ◆ To report any safety or security issues to your driver
- ◆ Portable oxygen must be in a cylinder maintained in accordance with the manufacturer's instructions. The cylinder must be secured to prevent movement and leakage.
- ◆ To provide infant or booster seats for children birth to 8 years of age as per Indiana law.
- ◆ To practice good hygiene and wear protective garments as needed.

Failure to follow the above rules may cause you to lose the ability to schedule future rides.

This information is available in alternative format upon request.

What information must I provide?

Whenever you make a reservation for a ride, give the following information:

- ◆ First and last name
- ◆ Exact address and phone number of pick-up location
- ◆ Exact address and phone number of your destination
- ◆ Name of the physician (if applicable)
- ◆ Appointment time
- ◆ If you need the wheelchair lift to board the vehicle
- ◆ Birth date
- ◆ Purpose of trip
- ◆ Medicaid number (if applicable)

Holidays: We are closed on major holidays. Please call for a complete list.

Inclement Weather: For possible delays or closures please listen to 91.1 RadioMom FM or follow the agency's communication on Facebook and e-mail. Join our list by e-mailing bcssi@booneseniors.org. **Due to poor road conditions, remoteness, or other conditions, service may not be available in all areas.**

Our partners in Transportation!

Indiana Dept. of Transportation

Boone County Commissioners

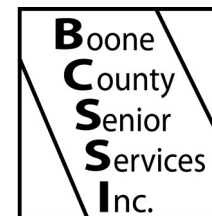
Boone County Council

ARC Rehab, Inc.

Donations from businesses, organizations & individuals



Boone Area Transit System Boone County Senior Services



Connecting Generations



Transportation Rider's Guide

For more information:

Boone County Senior Services, Inc.

515 CrownPointe Drive

Lebanon, IN 46052

765-482-5220 or 317-873-8939

www.booneseniors.org

bcssi@booneseniors.org

Indiana Relay 800-743-3333

Who is eligible to ride?

Boone County Senior Services, Inc. (BCSSI) and Boone Area Transit System (BATS) provide demand response service to any Boone County Resident between the hours of 7:30 AM and 4:30 PM. Public passengers may go any place in Boone County, or if space is available, may go out of county for the fully allocated cost.

What is demand response?

Demand response service is curb-to-curb service offered to individuals in our service area. Our service is on a first come first serve basis. Service is limited to our available capacity.

What is the fare?

60 YEARS OF AGE & OLDER:

Inside Boone County-By Donation

A suggested donation schedule is available upon request.

Outside Boone County-Fees Apply

Please contact our office for a fee schedule.

MEDICAID (If approved): \$1 per one way trip to medical appointments only.

PUBLIC FEES: \$3 per stop in town and \$5 per stop in county. You **MUST** have exact fare or a prepaid ticket. Fare tickets are available for purchase from your driver or by contacting our office.

DISABLED: If over 60, by donation. If under 60, public fees apply.

PARKING FEES: All parking fees are the passenger's responsibility.

How do I make a reservation?

Call (765) 482-5220 or (317) 873-8939 between the hours of 7:30 AM—4:00 PM to request a reservation for service. Hearing or speech impaired may call Indiana Relay 1-800-743-3333 or 711.

How do I cancel a reservation?

We ask that you provide us notice in advance of your need to cancel a ride. We are aware that emergencies do arise preventing you from riding. If you do not call ahead of time you may be subject to action described below.

What is my pick-up time?

Our pick up times are scheduled so you can arrive at or before your specific appointment time. If unsure, ask when you are making your reservation.

Why can my service be suspended?

Service may be suspended or denied for the following: lack of cooperation with the transportation service, repeated cancellations or no-shows, uncontrolled bowel or bladder condition, or abusive or inappropriate behavior.

Title VI

Boone Area Transit System complies with Title VI of the Civil Rights Act. All services are provided without regard to age, national origin, sex, religion, disability, or gender identity. Persons wishing to file a Title VI complaint should contact the Director of Transportation at 765-482-5220 or 317-873-8939.

What are the driver's responsibilities?

It is the responsibility of the driver to deliver you from your pick up location to your destination. If requested or required the driver will assist passengers on and off the vehicle.

Reasonable Modification

Individuals needing service accommodation or modification, such as using a wheelchair, walker, portable oxygen, service animal or if you have vision or hearing difficulties, must notify BATS of the request when making a reservation. A four point securement system will be used to secure mobility aids. **This is not optional.** The ramps on the vans can accommodate wheel-chairs up to 30 inches wide. The large vans have a load limit of 600 pounds. Drivers are not able to transport passengers in wheelchairs up or down stairs. BATS will attempt to honor all reasonable accommodation requests. Persons wishing to file a Reasonable Modification complaint should contact the Director of Transportation at 765-482-5220 or 317-873-8939.

What is my wait time?

Riders will be picked up as quickly as possible for their return trip. You may have to wait up to 30 minutes from the time you call following your appointment.

