

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. And to secure the child in the seat.
- ◆ To practice good hygiene and wear protective garments as needed.

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
- ◆ Length of the appointment
- ◆ If you need the wheelchair lift to board the vehicle
- ◆ Birth date
- ◆ Purpose of trip

General Complaints: Persons wishing to file a complaint should contact the Co-Directors of Transportation at 765-482-5220 or 317-873-8939.

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 Social Media 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

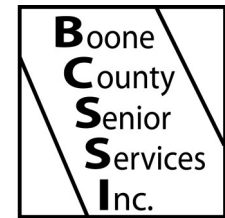
Boone County Council

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 the general public in Boone County between the hours of 7:30 AM and 4:00 PM, Monday-Friday. 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 door-to-door 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 and arrangements should be made as early as possible. Last-minute reservations will be accommodated whenever possible.

How Do I make a reservation?

Call (765) 482-5220 or (317) 873-8939 between the hours of 8:00 AM – 3:30 PM, Monday-Friday, 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?

It is important that if you don't need your trip that you cancel at least 24 hours prior to your scheduled pick-up time. Cancellations can be left on our voice mail when the office is closed. We are aware that emergencies do arise that prevent you from riding, but no shows waste time and money and can make other passengers late or cause service denials to others in need.

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.

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.

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): Call VERIDA at 1-855-325-7586 and request BCSSI as your provider.

PUBLIC FEES: \$4 per stop in town and \$6 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.

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. Drivers are properly licensed and participate in on-going training. Our priority is the safety of our passengers and safe operation of our transit fleet.

Title VI

Boone Area Transit System complies with Title VI of the Civil Rights Act. All services are provided without regard to race, color or national origin. Persons wishing to file a Title VI complaint should contact the Co-Directors of Transportation at 765-482-5220 or 317-873-8939 for a complaint form.

Why can my service be denied?

Service may be suspended or denied for the following: illegal acts, threats or acts of physical violence will not be tolerated. BATS will contact law enforcement for assistance in threatening situations.

Any rider who poses a "direct threat" to the health or safety of others will be denied services.

Americans with Disabilities (ADA) and Reasonable Modification

It is the policy of Boone County Senior Services, Inc/Boone Area Transit System to comply with all the legal requirements of Federal and State laws and regulations as they pertain to individuals with disabilities. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated. Individuals needing service accommodation or modification, such as using a wheelchair, walker, portable oxygen, service animal or if you have vision or hearing difficulties, should 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.