

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 curse
- 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 and keep animal under control
- To bring no more than 8 plastic grocery bags and rider must be able to load and unload bags
- To report any safety or security issues to your driver
- Portable oxygen tanks must be able to be secured
- To be at least 11 years old or accompanied by an adult
- 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 BROCHURE IS AVAILABLE IN
ALTERNATIVE FORMS UPON REQUEST
Interpreter Services Are Available**

TITLE VI

Area IV Agency on Aging and Community Action Programs, Inc. 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. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Transportation Manager at Area IV Public Transportation of Tippecanoe County Manager at (765) 447-7683 Option 2.



REASONABLE ACCOMMODATION

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 when possible notify Area IV Public Transportation of the request when making a reservation. A four point securement system will be used to secure mobility aids. The ramps on the vans can accommodate wheelchairs up to 30 inches wide. The lift vans have a load limit of 600 pounds. Drivers are not able to transport passengers in wheelchairs up or down stairs. Area IV Public Transportation will attempt to honor all reasonable accommodation requests. Persons wishing to file a Reasonable Modification complaint should contact the Transportation Manager at 765-447-7683 Option 2.

Area IV Agency on Aging has been designated as a Community Action Agency to serve low-income population in Carroll, Clinton, Tippecanoe & White Counties. All services are provided without regard to race, age, color, sex, disability, gender, sexual orientation, national origin, ancestry or status as a veteran.

Area IV Public Transportation of Tippecanoe County

Rural Tippecanoe County

Public Transit

Mission Statement: To inspire hope and spark positive change in the lives of those we serve and the communities where we live.



Phone (765) 447-7683, Option 2

**Indiana Relay Service Dial
(800) 743-3333
(For the Hearing Impaired)**

**Area IV Agency on Aging and
Community Action Programs, Inc.
660 N 36th St., Lafayette, IN 47905
www.areaivagency.org**

**SERVICES FUNDED IN PART BY: The
Federal Transit Administration, the Indiana
Department of Transportation, and Area IV
Agency.**

SERVICE AREA

Area IV Public Transportation provides demand response, curb-to-curb service to the general public in non-urbanized Tippecanoe County. Round trips must begin and end outside the urbanized area of Tippecanoe County. One way trips must begin or end outside the urbanized area of Tippecanoe County. A map of urbanized Tippecanoe County can be found on our website: areaivagency.org.

TRANSPORTATION HOURS OF OPERATION

Monday through Friday, 8:30 AM to 5:00 PM. Service will not be available on holidays or staff development days. Please check ahead.

RESERVATIONS

To register or to schedule trips call (765) 447-7683 OPTION 2 between 8:00 am - 4:30 p.m. Monday - Friday. **Trips cannot be scheduled by telling a driver.**

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis.

Trip reservations must be requested 48 hours in advance of requested pick up time.

Hearing impaired persons can call the Indiana Relay Service at (800) 743-3333 for assistance in scheduling trips.

Same day add-on trips may be accommodated if there are openings in the schedule and an approved driver is available.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

FARES

60 YEARS OF AGE & OLDER: By DONATION

PUBLIC FARES: Tippecanoe County - \$5 per one way trip within the county.

DISABLED: If 60 or older, by donation. If 59 or younger, public fees apply.

RIDER PICK UP

AREA IV PUBLIC TRANSPORTATION HAS A 30 MINUTE PICK-UP WINDOW. THIS MEANS THAT THE BUS CAN ARRIVE TO PICK YOU UP ANYTIME FROM 15 MINUTES BEFORE TO 15 MINUTES AFTER YOUR SCHEDULED PICK-UP TIME.

CANCELLATIONS

It is important that if you do not need your trip that you cancel at least 1 hour prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed.

NO SHOWS

You must be ready to go and be outside or waiting where you can see or hear the van and be seen by the driver anytime during the pick-up window. Once the van arrives it will only wait 5 minutes before moving on and reporting you as a **NO SHOW**. Once the bus leaves your pick-up point it may not be able to come back.

If the van arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 1 hour prior to your scheduled pickup time you will be considered a **NO SHOW**.

SUSPENDED SERVICE

Service may be suspended or denied for lack of cooperation with the transportation service, repeated cancellations or NO SHOWS, abusive or inappropriate behavior.

You can appeal your suspension by calling the Area IV Public Transit Manager at (765) 447-7683 Option 2.

DRIVER'S RESPONSIBILITIES

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

ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination. The driver may assist you to and from the curb when boarding or leaving the bus, but is not permitted to enter a residence or building.

An escort or personal care attendant may accompany you at no charge.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed.

INCLEMENT WEATHER

As a provider of transit services, it is our intent to remain open and available to our passengers in bad weather. However, there will be times, due to severe weather and driving conditions we may need to cancel a trip. This decision is made by Area IV Agency's administration. The manager or driver will notify passengers of a cancelled trip.