

## SERVICE/SERVICE AREA

Wabash County Public Transit provides demand response, door-to-door 24 hours advance reservation public transportation service within Wabash County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

Wabash County Public Transit also provides deviated-fixed route service (Green Line) within certain areas of the city. Vehicles on this route have designated points of interest with scheduled pick-up times but will deviate up to 3/4 mile upon request 24 hours in advance. Ask your transit driver for a Green Line schedule.

All of Wabash County Public Transit operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

## SERVICE HOURS

**Weekdays Demand Response: 5:30 A.M. – 6:00 P.M.**  
**Green Line Deviation Fixed Route: To Be Announced**

### HOLIDAYS

New Year's Day, Good Friday, Memorial Day  
July 4 (As legally observed), Labor Day  
Thanksgiving Day, Friday after Thanksgiving  
Christmas Eve, Christmas Day

## ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. Wabash County Public Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

## REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify Wabash County Public Transit of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact Wabash County Public Transit at (260)

563-7536. Attempts will be made to honor all reasonable modification requests.

## TRANSPORTATION OF CHILDREN

Children pay the regular fare. If you need financial assistance please call the transit office at 260-563-7536 and speak with a dispatcher about a "share the fare" application. You must have exact fare, a pass or a token.

All children over 8 years old must wear a seat belt. Children less than 8 years old must be secured in a size appropriate car seat. Car and booster seats are the responsibility of the parent or guardian and Wabash County Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

## FARES

Seniors 60 and older all services (Free) *Donations welcome*

Under 60 years of age (\$2 in the city & \$4 in the county)

Green Line - \$1 each way unless 60 and older

We provide out of county transportation (fares based on availability)

Medical transportation (based on mileage and /or Insurance coverage)

*Punch passes are available for purchase in the Transit Office located at 239 Bond Street.*

*Each punch equals \$1*

*Tickets can be purchased in increments of \$10 or \$20*

*Call the transit office for information about Share the Fare for qualifying families. Drivers will not give change, exact fare must be provided.*

## SERVICE ANIMALS

Wabash County Public Transit welcomes service animals. Service animals must be under the constant control of their handler. Riders are permitted to bring Non-Service animals on board, however they must be in appropriate cage or pet carrier, and will be charged the regular transit rate for passengers.

## SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.



# WABASH COUNTY PUBLIC TRANSIT

## Mission Statement:

***It is our mission to provide safe, reliable, affordable and efficient public transportation in the Wabash County area.***



**Phone (260) 563-7536 Transit line**

**Toll Free (888) 498-4400**

**(260)563-4475 Office**

**Fax (574)739-2167**

**Indiana Relay Service Dial 711 or**

**TTY (800)743-3333**

**(For the Hearing Impaired)**

**Language Line (831) 648-7582**

**239 Bond Street**

**Wabash, IN 46992**

**[www.livingwellinwabashcounty.org](http://www.livingwellinwabashcounty.org)**

***SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Indiana Department of Transportation Public Mass Transit Fund***

## TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis. The busses operate 5:40 am – 6:00 pm.

To schedule trips passengers must call (260) 563-7536 between 6:00 am - 5:00 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Passengers must include the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address
- Use of mobility aid(s)
- Service animals
- Personal Care Attendants
- Children

Hearing impaired persons can call the Indiana Relay Service at 711 or (800)743-3333 for assistance in scheduling trips.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

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.

### **WILL CALLS**

Sometimes it may not be possible to schedule a time for your return trip. If this is the case you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you can be picked up. You may also have to wait for a bus that is heading to your part of the county. For best service you should only schedule a Will Call as a last resort.

### **PICK UP WINDOW**

Wabash County Public Transit has a 20 minute pick-up window. This means that the bus can arrive to pick you up anytime from 10 minutes before to 10 minutes after your scheduled pick-up time. If there is no response within 5 minutes of your scheduled trip time, you will be considered a No Show and charged \$5 for your trip to your destination. Green Line picks up at the scheduled stop time. If no riders are present the bus moves on to the next stop. Fees for no shows only apply to scheduled deviations and not bus stops on the Green Line.

### **CANCELLATIONS AND NO SHOWS**

It is important that if you don't 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.

If the bus 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 and charged a \$5 fee. No Shows waste time and money, make other passengers late and cause service denials to others

If you are reported as a No Show subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule. All no show fees must be paid before your next trip can be scheduled.

If you are recorded as a No Show, multiple No Shows in a 30-day period you may be suspended. You may appeal your suspension by calling Wabash County Public Transit at (260) 563-7536 and asking to speak to the CEO or Transit Manager.

### **RIDER COURTESY**

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke or chew tobacco, play loud music, engage in loud conversation, curse, or touch or disturb others on the bus.

### **PROHIBITED ACTIVITIES**

Illegal acts, threats or acts of physical violence will not be tolerated. Wabash County Public Transit 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 service.**

### **OTHER RESTRICTIONS**

- \* Items large enough to block aisle way; emergency exits
- \* Garbage, recycled material, aluminum cans
- \* Flammable materials such as Gasoline, oils, etc.
- \* Shopping carts of any kind
- \* Lawn mowers, weed eaters, bicycles
- \* No profanity / intimidation / fighting
- \* No opened food or drink on the buses
- \* No illegal drugs on any vehicle

*Any violation of these rules can call for immediate removal from vehicle as well as suspension of services*

### **ASSISTANCE**

Our service is provided from the door at your pick-up point to the door at your destination. The driver may assist you to and from the door 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. However, Wabash County Public Transit requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. The following fares will be applied to all passengers and their packages:

**Grocery bags, gallon jugs, cases of soda:** 4 items per person at no additional charge. Anything after 4 bags/items is \$3 per bag.

### **WEATHER CLOSINGS AND CANCELLATIONS**

All closings and cancellations will be announced on The Bash 105.9, and WKUZ in addition to the Living Well in Wabash County CoA@assistingwabashcounty and Wabash County Transit Facebook pages.

**THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST  
Language Line (831) 648-7582**

### **TITLE VI**

The WCPT ensures that no person shall, on the grounds of race, color, or national origin be excluded from participating in or denied benefits of or be subjected to discrimination as it relates to the provision of public transportation services provided by the WCPT.

Any person who wants additional information on WCPT's nondiscrimination obligation or believes that he or she individually or as a member of any specific class of persons, has been subjected to discrimination because of race, color, or national origin may file a complaint with the WCPT within 180 days of the date of the alleged discrimination.

To file a complaint, contact WCPT at (260) 563-7536, [www.livingwellinwabashcounty.org](http://www.livingwellinwabashcounty.org) or send a letter to CEO, 239 Bond Street, P.O. Box, Wabash, IN 46992. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590.