

SERVICE/SERVICE AREA

Wabash County Public Transit provides demand response, curb-to-curb 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 operates 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: 5:30 A.M. – 6:00 P.M.

HOLIDAY CLOSINGS: Transit Service is closed New Year's Day, Good Friday, Memorial Day, July 4th (as legally observed), Labor Day, Thanksgiving Day & Friday after, Christmas Eve & Day.

ACCESSIBILITY: Individuals with mobility disabilities may 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 accommodate standees upon request. Wabash County Public Transit transports individuals traveling with portable oxygen tanks & respirators. For safety reasons, portable oxygen tanks must be able to be secured.

ADA/REASONABLE MODIFICATIONS: Individuals needing service accommodation or modification should notify Wabash County Public Transit of the request when making a reservation. For more information regarding the Reasonable Modification policy or how to file an Wabash County Public Transit Reasonable Modification complaint, please contact Wabash County Public Transit at (260) 563-7536. Attempts will be made to honor all Reasonable Modification requests.

Birth–8 years old; RESTRAINT SYSTEMS: Children must be in a federally approved child restraint system, such as a rear-facing car seat or belt-positioning booster seat, that matches their height and weight. Rear-facing seats should be used until the child outgrows them, which is usually between 22 and 40 pounds. The seat should be tightly secured, recline at the manufacturer's recommended angle, and have the harness straps at or below the child's shoulders.

Car and booster seats are the responsibility of the parent or guardian. Wabash County Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

8–16 years old; RESTRAINT SYSTEMS: Children must be in a child restraint system or seat belt in all seating positions. Booster seats are the most common option for children who have outgrown their harness seats and should be used with both a lap and shoulder belt.

ALL RIDES ARE BASED ON AVAILABILITY

ONE-WAY FARES: Seniors 60 and older (Free) *Donations welcome.* An escort or personal care attendant may accompany you at no charge.

Younger than 60 years of age (\$2 in Wabash & North Manchester; \$4 anywhere else in the county).

Medical out-of-country medical transportation (with support in 2025 from Wabash Community Foundation and Wabash County Health Department).

Non-medical out-of-country transportation (charge based on mileage and time).

Punch passes are available for purchase in the Transit Office located at 239 Bond Street, Wabash. 10 punch pass \$10 and 25 punch pass \$20

SHARE THE FARE: Share the Fare is by application based upon family size and total household income. This allows two or more members of the same household aged 59 and younger, traveling to and from the same location at the same time, to the same destination, riding together for one public transit fare. Ask dispatchers or operators for an application.

SLIDING SCALE FARES: Individual low-income riders can apply for free or reduced fares based upon total household income and household size. Ask dispatchers or operators for an application.

TITLE VI

Wabash County Public Transit operates its programs and services without regard to race, color, 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 or for more information on the civil rights program, or the procedures to file a complaint, contact (260) 563-7536, (TTY 800-409-6503); visit our administrative office at 239 Bond Street, Wabash, Indiana 46992; or email beverlyF@livingwellinwabashcounty.org with Title VI in subject line. For more information, visit www.livingwellinwabashcounty.org. Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

WABASH COUNTY PUBLIC TRANSIT

Mission Statement:

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



Phone (260) 563-7536

Fax (260) 569-1535

Indiana Relay Service Dial 711 or

TTY (800) 111-1111

(For the Hearing Impaired)

Language Line (831) 648-7582

239 Bond Street

Wabash, IN 46992

www.livingwellinwabashcounty.org

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

Wabash County Public Transit/Living Well in Wabash County, Coa Inc. is an Equal Employment Opportunity Employer

An updated rider guide is mailed to each active rider annually and to all new riders. It is also available at www.livingwellinwabashcounty.org, by request at 239 Bond Street, Wabash, IN 46992 and can be mailed by request.

TRIP RESERVATIONS: 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 24 hours in advance of requested pick-up time. To schedule trips passengers must call (260) 563-7536 between 6:00 am – 6:00 p.m. Monday – Friday. Trips cannot be scheduled by telling a driver.

When scheduling rides, dispatchers will ask:

new riders the following information:

- Name & date of birth
- Income Range (grant purposes)
- Telephone # & home address

Each time you schedule a ride, be ready to provide:

- Pick-up/Drop-off addresses

Hearing impaired persons can call the Indiana Relay Service at 711 or (800) 409-6503 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.

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

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 for a return trip. Unfortunately, because Will Calls are unpredictable, there may be a delay before a pick-up is available. For the best service, "Will Calls" should only be scheduled as a last resort.

PICK-UP WINDOW: Wabash County Public Transit has a 20-minute pick-up window. Vehicles may arrive anytime 10 minutes before to 10 minutes after your scheduled pick-up time. Please be attentive in looking for your scheduled vehicle to arrive during this pick-up window.

CANCELLATIONS AND NO SHOWS: Cancellations must be made 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.

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.

If you are recorded as a No Show for 20% or more of your scheduled rides within a 60-day period, your service will be suspended for 10-days. You can appeal your suspension by calling Wabash County Public Transit at (260) 563-7536 and asking to speak to the CEO.

SAFETY: Seatbelts must be worn at all times while the vehicle is in motion. All ADA eligible mobility devices 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.

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, touch, or disturb others on the bus.

SERVICE ANIMALS: Wabash County Public Transit welcomes service animals. Service animals must be under the constant control of their handler and be trained to perform a service. Riders may bring non-service animals on board at public transit rates; however, they must be in appropriate cage or pet carrier.

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:

- * No large items blocking aisle or emergency exits
- * No garbage, recycled material, aluminum cans
- * No flammable materials such as gasoline, oils, etc.
- * No shopping carts of any kind
- * No lawn mowers, bicycles
- * No profanity/intimidation/fighting
- * No open food or drink on the buses
- * No illegal drugs on any vehicle

Any violation of these rules outside of an ADA eligible Reasonable Accommodation may result in immediate removal from vehicle as well as suspension of services.

ASSISTANCE: Our service provides curb-to-curb service and door-to-door when requested. The driver may assist you boarding or leaving the bus and to the door, but is not permitted to enter a passenger's residence or destination.

The driver is trained in passenger assistance and will secure all wheelchairs, help secure packages, and assist with seatbelts if needed. However, Wabash County Public Transit requests that passengers do not take advantage of this courtesy. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Please limit carry-on bags. The following charge will be applied to passengers and packages: **Grocery bags:** 3 average bags per person at no charge. Additional bags are \$1 per bag.

WEATHER CLOSINGS AND CANCELLATIONS: All closings and cancellations will be announced on 105.9 The Bash and WQUZ Country 95.9 FM and our Living Well in Wabash County face book page and our website at www.livingwellinwashcounty.org.

GENERAL COMPLAINTS: If you would like to contact WC Transit to file a general passenger complaint that is not related to Title VI or ADA Protections, please contact Beverly Ferry at (260) 563-7536 or email Beverly Ferry at beverlyF@livingwellinwabashcounty.org

ADA COMPLAINTS: Wabash County Public Transit operates in compliance with Title II of the ADA Act. Wabash County Public Transit does not discriminate based on disability. If you feel you have been discriminated against on the basis of disability you may file an ADA discrimination complaint. To file a complaint contact (260) 563-7536, (TTY 800-409-6503); email beverlyF@livingwellinwabashcounty.org with ADA complaint in the subject line or visit our administrative office at 239 Bond Street, 46992, Indiana 45555. For more information, visit www.livingwellinwabashcounty.org.

THIS BROCHURES IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST

Interpreter Services Are Available Upon Advanced Request.

This is the WCPT rider guide as of December 1, 2024. This replaces all previous rider guides.