

Greetings to all of our New and Seasoned Passengers!

We would like to welcome you to **ACCESS Brown County Public Transit** and hope you enjoy our updated 2019-2020 Riders Guide. We serve the needs of Brown County residents who needs transportation. Throughout this updated Rider's Guide, we hope that you will find helpful, customer-friendly information regarding:

- **Reservations and Fares**
- **Trip Information**
- **Transit Conduct**
- **Passenger Rights**
- **Quick Reference Guide**

This guide is offered in other accessible formats for the convenience of all our passengers.

***OPERATING HOURS:**

***6:00 A.M. TO 5:00 P.M.
MONDAY – FRIDAY**

***Office Hours
7:30 AM-12:30 PM
*Subject to change**

ACCESS is CLOSED the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Thank you for riding ACCESS Brown County!



RESERVATIONS AND FARES

HOURS TO CALL FOR RIDES:



Office Hours: Monday – Friday 7:30 AM-12:30 PM
If calling after hours please leave a message on voice mail at (812) 988-0185 and your call will be returned in the order that it was received.

PLEASE REMEMBER:

- ACCESS is a curb-to-curb service.
- ACCESS is a shared ride service.
- No assistance will be provided beyond the curb. If you require further assistance, you should be accompanied by a personal care attendant.
- You may ride from any origin in the ACCESS service area for any legal purpose as long as a reservation has been made.
- Drivers are thoroughly trained in safety and passenger assistance
- All ACCESS vehicles are wheelchair accessible.

ALL TRANSPORTATION REQUESTS MUST BE MADE 24 HOURS IN ADVANCE

Make your request as early as possible, up to 60 days in advance, but no later than 24 hours before you wish to ride. The cut off time for a reservation for the next day is 11:30 AM. Trip requests requested without a 24 hour notice will try to be accommodated, however there is no guarantee. Transportation requests for subscription trips for the following week schedule need to be in by Friday at 11:30 AM. Your request for a ride is not guaranteed until you are provided a pickup time by the Dispatcher.

SERVICE AREA

ACCESS curb service is available throughout Brown, Bartholomew, and Monroe Counties.

LOST ITEMS

ACCESS is not responsible for lost, stolen, or damaged items. To check on a lost item, please feel free to call (812) 988-0185.

EMERGENCIES

There may be times that Brown County declares a county wide emergency. In this case ACCESS will not operate on that day. ACCESS reserves the right to not operate on certain roads if it is deemed to be unsafe for passengers as well as drivers. If the Brown County Schools are closed due to hazardous road conditions, ACCESS will not run on those days. In case of an emergency you may consider calling the Brown County YMCA at (812) 988-9622

OTHER ITEMS

1) Transit Rules:

- No eating or drinking
- No use of tobacco products
- No knives, guns, or weapons on the vehicle.
- No gasoline or toxic materials on the vehicle
- No profanity, disruptive, abusive, or offensive behavior

2) All Passengers are asked to:

- Keep aisles clear
- Shoes and shirts are required
- Stay seated at all times that the vehicle is moving
- Be considerate of others
- Keep hands to themselves
- Have fare ready to pay upon boarding

FARES

- Seniors (age 60 and over) ride for FREE.
- All Others: In Brown County travel- \$5.00 each way
- Outside Brown County travel- \$7.50 each way



Please call *ACCESS* at (812)988-0185 for other fare schedules. Fares may be “paid” by either presenting an *ACCESS* ticket or by cash. If the fare is to be paid in cash, the fare must be paid in exact cash as the driver does not carry cash and cannot make change. Fares will be collected by driver before departure. *ACCESS* cannot be responsible for lost tickets. Prepaid tickets are available for purchase at the dispatch office in the YMCA.

PLEASE NOTE: No added charge for passengers with disabilities. All fares are the same for everyone that rides.

SPECIAL REQUESTS

1) CARRY ON PACKAGES

- Carry-on packages that can be carried in one trip (maximum five packages) are allowed.
- The driver can only assist with the loading and unloading of packages between the vehicle and the curb.
- Passenger (or companions) is responsible for getting packages to and from the curb. Two wheeled grocery carts are permitted on the bus.

2) NO SPECIFIC REQUEST

- It is our goal to provide the greatest number of passengers with prompt, efficient, friendly service. Therefore, we are unable to honor specific requests for the following:
 - drivers
 - vehicles
 - with certain passenger
 - seats
 - routes

3) Portable Oxygen Supply

- We do transport passengers with a respirator or portable oxygen supply (these must be able to be secured).

- 4) To serve the greatest number of passengers, *ACCESS* can only accept two round trip requests per phone call. If you wish to schedule repeat service (work, church, etc.) you may schedule subscription trips. Subscription trips are ongoing and/or regularly scheduled trips to the same destinations.

These may be scheduled up to a month in advance with one phone call. Under American Disabilities Act (ADA) regulations, only 50% of our trips can be subscription. All other passengers will be served on a first come/first served basis.

When calling for a ride, we urge you to schedule a time for your return trip. Waiting until the last minute to schedule your return trip could result in a long wait.



When requesting a ride, please be ready to provide:

- your name and date of birth
- your pick-up address
- your telephone number
- the time of your scheduled appointment
- where you will be going (include phone number and address if possible)
- the time you want to be picked up for your return trip
- whether you use a wheelchair or other mobility device
- dimensions of wheelchair
- whether anyone else will be riding with you

If there are no openings for the time requested you may be offered an alternate time, as close as possible to the original time requested.

If there are no openings for the day and time requested, please feel free to call *ACCESS* at a later time to ask if there have been any cancellations.

TRIP INFORMATION

Riding *ACCESS* is just like riding any other public community transportation system. There is a scheduled arrival time and you must be ready when the vehicle arrives. The driver is only permitted to wait 5 minutes. There may be additional stops before reaching your destination.

PLEASE REMEMBER:

ACCESS is a Curb to Curb service.

- You may ride from any origin in the *ACCESS* service area for any legal purpose as long as a reservation has been made.
- No assistance can be provided beyond the curb. Due to the safety of our passengers, drivers cannot leave the vehicle. If you require further assistance you should be accompanied by a personal care attendant or traveling companion. This must be arranged in advance when you schedule your trip.
- The driver is required to collect the fare or a ticket from you and any companions before departure. Please have exact change ready, or your trip ticket ready.
- Prior to departure:
 - 1) The driver will ask you to fasten your seat belt/shoulder strap.
 - 2) If you are in a three-wheeled mobility device you may be asked to transfer to a seat in the vehicle. (Note: the choice to transfer to a seat is yours.)

HOW TO CHANGE A RIDE

Cancellations should be made as soon as possible, but no later than 4 hours before your scheduled pick up time.

To cancel a ride, please call (812) 988-0185. After hours or weekends, please call and leave voicemail. This policy allows for illness or other events beyond your control that require last minute changes in plans without penalty. However, if your trip request is not canceled before the driver is dispatched, you **will** be charged for the unnecessary trip. Passengers repeatedly canceling without a 4 hour notice may risk losing future trip scheduling privileges. Please be courteous to our other passengers and cancel as soon as possible so someone who is waiting for a trip can be scheduled in your place.

NOTE: Changes to a ride request should be made the day before your trip. There is no guarantee that changes after this time can be accommodated.

NO SHOW – NO CALL – NO RIDE

A “no show” is a term that we use to indicate that a driver has shown up for your scheduled ride but you did not! So that our passengers reach their destinations on time, drivers are only permitted to wait 5 minutes after your scheduled pickup time. Passengers who miss their ride or fail to call to cancel their trip may be required to pay for the “no show”. All future scheduled trips by the “no show” rider will be canceled unless we get a call from you.

Please call (812) 988-0185 to cancel a trip so as not to be a “no show”. Please leave a message if voice mail picks up. Voice mail is checked frequently throughout the business hours; 7:30 AM-12:30 PM. After business hours, the rider should call (812) 988-0185 to cancel. Please leave a message and a phone number in case we need to call you back

CONSEQUENCES OF NO SHOWS or LATE and FREQUENT CANCELLATIONS

- 1) Three no shows, late cancellations or frequent (continuous pattern) cancellations within a month may result in suspension of services for up to 30 days. All “no shows” will be required to be paid for by the next scheduled ride. A cancellation fee after 3 or more late or frequent cancellations in a 30 day period will result in a \$10 fee that must be paid before scheduling any future trips.
- 2) Continued no-shows, late or frequent cancellations after you have been suspended twice in the past 12 months may result in suspension of services for up to 60 days.
- 3) After you have been suspended three times in the past 12 months your suspension could be up to a year.

GETTING THERE ON TIME

It is ACCESS' goal to provide the greatest number of passengers with prompt, efficient, friendly service. The following are ways you may help us serve you:

- In order to ensure the vehicle will be on time for other passengers, the driver cannot make unscheduled stops.
- If other passengers need to get on or off the vehicle before your stop, it may be necessary for you to temporarily change seats.
- Please do not change seats unless instructed to do so by the driver.
- A passenger may not refuse to ride with other passengers. If there is an ongoing problem with another passenger, please call (812)988- 0185.
- Because you will probably share a vehicle with other passengers, we suggest that when you schedule your trip:



- 1) Tell us when your scheduled appointment is.
 - 2) Please remember the driver may be picking up and dropping off other passengers before reaching your destination.
 - 3) Be prepared for delays due to traffic or bad weather.
 - 4) Plan your trip. For example, if you must be somewhere at 10:00 AM, you may need to be picked up at 8:45 AM.
- The vehicle can wait only 5 minutes past your return pick up time.
 - Please be ready at least 20 minutes before your vehicle is scheduled to arrive. All passengers boarding at that stop should meet the vehicle when it arrives.
 - If an ACCESS vehicle hasn't arrived after 20 minutes from your scheduled pick-up, please call (812)988-0185.
 - Due to traffic and weather conditions, cancellations, etc., the vehicle may arrive 20 minutes before or after your scheduled pick up time. For example, if your pick-up time is scheduled for 8:00 AM, the vehicle may arrive anytime between 7:40 & 8:20 AM.
 - If you miss the vehicle for your scheduled ride, please call ACCESS,

WHO CAN RIDE WITH ME?



1) PERSONAL CARE ATTENDANT

If you have a personal attendant, he/she may ride with you at no additional cost, if you arrange this with ACCESS at the time of scheduling.

NOTE: Personal care attendants (PCA) must have the same origin and destination as the passenger they are accompanying.

2) COMPANIONS

Friends or relatives traveling with you are considered traveling companions, and must be scheduled in advance.

ACCESS requires you to reserve a space for your companion or personal care attendant when scheduling your reservations.

Failure to do so may result in the attendant or companions being unable to ride with you if seats are not available. If you require assistance to enter or exit the bus, you must bring a companion with you to provide this assistance as the drivers are not allowed to perform this type of service.

3) CHILDREN

Children accompanying you are considered traveling companions. A maximum of two children under the age of 5 may ride for free, while children over the age of 5 must pay the full fare. However:

- 1) Children under 5 must be accompanied by adult.
- 2) You must reserve space for children when scheduling your trip.
- 3) A state approved car seat is required for children 4 years and under. **Subject to change if law changes.*
- 4) Car seats are not available through ACCESS.

4) SERVICE ANIMALS

Passengers with disabilities may bring a service animal. The animal should be on a leash and must be under the handler's control. They should sit or lie on the floor without blocking exits. The service animal may be excluded if exhibits a direct threat to the health/safety of others. Please let *ACCESS* know when you schedule a trip if you intend to ride with a service animal.



5) PETS

Brown County Access does not transport pets.

PASSENGER CONDUCT- Definition

It is *ACCESS*' policy to provide the safest and most efficient service to all *ACCESS* passengers and to meet the requirements of the Americans With Disabilities Act of 1990. *ACCESS* must rely on certain guidelines that ensure quality service for all *ACCESS* passengers

Passengers who abuse these guidelines can adversely affect the *ACCESS* community transportation system as a whole.

For the safety and comfort of all *ACCESS* passengers, *ACCESS* has established the following policy that addresses instances when a passenger's conduct may negatively affect others using *ACCESS*.

- **UNSAFE CONDUCT:** Any act which creates the potential for injury or other risk to any passenger, driver or the general public.
- **ABUSIVE CONDUCT:** Any disruptive or intrusive act toward any passenger, Driver, or the general public. This includes but is not limited to any acts that are: Generally offensive, invading the privacy rights of others, or touching another person in a rude, insolent or angry manner.
- Eating, drinking, chewing tobacco, or smoking are not permitted.
- Passengers may not operate any audio or visual equipment which infringes upon other customers' comfort or safety or impairs the driver's ability to transport passengers safely. Examples include: audio/visual devices without headsets, portable video games that have sound effects, etc.

UNINTENTIONAL MISCONDUCT- Definition

- 1) Any act that would qualify as misconduct, but is the direct and immediate consequence of the passenger's disability, such as abusive language that is the consequence of Tourette's Syndrome.
- 2) If a passenger commits an act of unintentional misconduct, and he or she has had training in the appropriate behavior, that act will be treated as intentional.

CONSEQUENCES OF HAZARDOUS OR ABUSIVE MISCONDUCT:

- 1) A 1st offense may result in suspension of service up to 30 days.
- 2) A 2nd offense within a one year period shall result in suspension of service for up to 60 days.
- 3) A 3rd offense within a one year period shall result in suspension of service for up to one year.

CONSEQUENCES OF MISCONDUCT

- 1) A passenger may be required to ride with a personal care attendant.
 - a. A passenger may be required to undergo behavior modification training.
- 2) A passenger may be subject to any reasonable accommodation that will ensure the safety of all passengers and drivers.
 - a. The accommodation may last for a time period sufficient to allow the passenger to learn appropriate behavior.
 - b. The accommodation may be ongoing if the conduct is beyond the passenger's control.
- 3) We reserve the right to stop service depending on the seriousness of the offense.
- 4) You will be notified in writing before *ACCESS* takes any of these steps.
- 5) An *ACCESS* passenger, whose service is to be suspended because of no shows or late cancellations, has a right to request a hearing through an appeals process. An appeal may be filed at any level of suspension.
- 6) A written copy of the appeals process may be obtained by calling *ACCESS* at (812) 988-0185. There will be no loss of service while an appeal is in progress.

We are committed to providing courteous and efficient transportation services. We can only resolve problems if we know about them, so please call us as soon as possible.

QUICK REFERENCE GUIDE

WHAT WE DO:

- provide curb-to-curb public transit in a limited three-county area for any legal reason
- assist riders who utilize wheelchairs, walkers, grocery carts, canes to board the bus
- provide transport on a first come first serve basis by reservation only
- transport individuals age 5 and above. Under 5, with parent consent only
- make all attempts to stay on schedule, however riders should expect **ACCESS** to **arrive 20 minutes before or after your scheduled pick up/drop off time.**
- transport seniors free of charge
- accept donations
- expect payment if a rider does not provide 24 hour cancellation notice
- assist riders to disembark at curb as needed
- will transport a rider using oxygen as long as it can be secured on bus
- will take subscription reservations one month at a time
- will transport a rider's personal care attendant if needed, free of charge
- will wait at rider's pick up location for five minutes only
- will transport service animals
- allow water bottles

WHAT WE DON'T DO:

- we are not able to accompany/escort you to the bus or into your destination or home
- we do not make unscheduled stops, **no exceptions**
- we do not provide transport outside of set operating hours
- we do not transport more than five packages per rider
- we do not grant special requests for particular driver, seat assignment, vehicle routes
- we do not take more than two round trip requests per call
- we do not allow drivers to allow passengers to ride without payment in full
- we do not allow pets, food, drinks, chewing, vaping or smoking on the bus.
- we do not run routes on days that schools are canceled due to hazardous road conditions.

PASSENGER RIGHTS/RESPONSIBILITIES AND **COMPLAINT PROCEDURE**

Access Brown County Public Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **ACCESS** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. We investigate the complaint received no more than 180 days after the alleged incident. We will process complaints that are complete.

Once the complaint is received, we will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by our office.

ACCESS has **60** days to investigate the complaint. If more information is needed to resolve the case, we may contact the complainant. The complainant has **10** business days from the date of the acknowledgment letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within **10** business days, we can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has **15** days after the date of the letter or the LOF to do so.

For information on **Access Brown County Public Transit's** civil rights plan and the procedures to file a complaint contact:

Ms. Jennifer Moss Phone: 317-738-5500
TTY: 317-738-3951
Email: jmoss_gatewayservices@yahoo.com
Local office at 3500 N Morton St. Franklin, IN 46131

A person may also file a complaint directly with the Federal Transit Administration (FTA), at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

