

USING PUBLIC TRANSPORTATION:

- ◆ Will save you money - cheaper than a gallon of gas
- ◆ Protects the Environment
- ◆ Stress free - let us worry about the road
- ◆ You won't have to find parking

City of Huntingburg Transit

508 E. 4th Street
P.O. Box 10
Huntingburg, IN 47542

Phone: 812-683-2211

Fax: 812-683-5661

E-mail: jluken@huntingburg-in.gov



Revised: January 2020

City of Huntingburg

PUBLIC TRANSIT

Transit RIDER'S GUIDE



**Passenger
Information**

Transit Policies

Reservations

Hours/Fare

*This information
is available in
alternative format*

812-683-2211

TTY contact 1-800-743-3333

The City of Huntingburg Transit serves the needs of anyone who desires transportation within the city limits of Huntingburg.

Throughout this guide you will find helpful, customer friendly information regarding:

- ◆ **Reservations**
- ◆ **Trip Information**
- ◆ **How to Ride**
- ◆ **Passenger Conduct**
- ◆ **Guidelines**

All of us with the City of Huntingburg Transit sincerely hope this Rider's Guide answers any questions you may have. It is the policy of the City of Huntingburg Transit to provide the safest and most efficient service to all passengers. Should you require additional information, have a concern or complaint relating to our transit system rules, vehicles, drivers, etc., contact the Transit Director at 812-683-2211. Email: jlueken@huntingburg-in.gov

TITLE VI:

We will not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age or disability.

It is the City of Huntingburg Transit's policy to meet the requirements of the 1990 Americans with Disabilities Act. The City of Huntingburg Transit must rely on certain guidelines that ensure safe and quality service to all passengers.

For information on the City of Huntingburg and City Transit System's civil rights program and the procedures to file a complaint, contact Travis Gentry @ 812-683-4122, (TTY 711 or 1-800-743-3333): email tgentry@huntingburg-in.gov, or visit our office at 508 E. 4th St., Huntingburg, IN 47542. For more information visit www.huntingburg-in.gov.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 Jersey Avenue, SE, Washington DC 20590.

Call: 812-683-2211

THINGS TO REMEMBER:

- ◆ The Huntingburg Transit is a curb-to-curb service. Door-to-door service will be provided upon need.
- ◆ Rides are scheduled on a first-call first-serve basis. The sooner you call, the better chance of getting a ride when you need one.
- ◆ When you call to schedule your ride you must inform the operator of each destination you need to go. In order to keep our transit running on schedule, **drivers cannot make unscheduled stops.**
- ◆ Please let the driver know if you are not feeling well or are experiencing any discomfort.
- ◆ For your safety and the safety of others, **please refrain from distracting the driver.**
- ◆ The City of Huntingburg Transit reserves the right not to operate on certain roads if it is felt to be unsafe for passengers and drivers. If the transit van does not operate due to bad weather, we will notify the local radio stations.

The City of Huntingburg Transit is committed to providing an accessible, efficient transportation service. Problems can only be resolved if we know about them, so please call us as soon as possible. If you have any questions or complaints call 812-683-2211.

Relay Indiana 711 or 1-800-743-3333 for the speech/hearing impaired

The Huntingburg Transit is funded in part by the Federal Transit Administration and the Indiana Department of Transportation.

USING THE TRANSIT WHEELCHAIR LIFT

when you schedule your ride, please remember to tell us you will need the lift.

Passengers may use the lift upon request.

When waiting to board the van you should:

- ◆ Wait for the driver to tell you when it is safe to board the lift. Then move onto the platform. If you are using a wheelchair you should preferably board the lift back first. This is the safest way to board and makes for easier maneuvering inside the bus. Make sure you set your brakes.
 - ◆ When you are securely on the lift, firmly grasp the hand rail located on each side.
 - ◆ The driver will assist you inside the transit.
- Passengers using wheelchairs may use the lift. Persons who are unable to use the steps to enter the transit may use the lift. The lift will not be used to load packages, furniture, bicycles, etc.**

HUNTINGBURG TRANSIT POLICY:

POWER MUST BE DISABLED ON MOTORIZED WHEELCHAIRS WHEN ON THE LIFT

REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify Huntingburg City 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 Huntingburg City Public Transit at (812) 683-2211. Attempts will be made to honor all reasonable modification requests.

All Huntingburg Transit drivers are trained to proficiency in passenger assistance and wheelchair securement. Drivers will secure all wheelchairs.

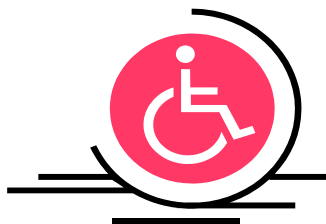


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Hours of Operation

8:30 A.M. - 4:00 P.M.

Monday—Friday

HOW TO MAKE A RESERVATION:

Call the Huntingburg City Hall at **812-683-2211** between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is recommended you call before 8:30 a.m. of the day you wish to ride. Riders are scheduled on a first call basis.

For persons with hearing or speech disabilities, call **Relay Indiana at 711 or 1-800-743-3333**.

When requesting a ride, please be ready to provide:

- ◆ Your name
- ◆ Where to pick you up
- ◆ Where you will be going
- ◆ The time of your scheduled appointment. If you plan to make more than one stop, inform the operator when you schedule your ride.
- ◆ What time you wish to be picked up
- ◆ Whether you have any special medical concern or equipment utilized (wheelchair, walker, oxygen, service animal, etc.)
- ◆ 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 you requested.

Passengers should be aware that the driver may be picking up and dropping off other passengers before reaching their destination.

When you are finished at your destination, call **812-683-2211** and let us know you are ready to return home. Our drivers will arrive to pick you up as soon as their schedule allows.

AFTER HOURS RESERVATIONS:

For your scheduling convenience after 5:00 p.m., you may call 812-683-2211 - extension #1048 and leave your name, address, destination, requested time, and contact phone number where you may be reached after 8:00 a.m.

RESTRICTIONS:

- ◆ Personal Items: Passengers may not leave personal items on the transit van when making additional stops. If you choose to make another stop, items must be taken with you.
- ◆ Groceries/Carry On Packages: Because of limited space, passengers should limit their packages to only what they are able to manage. Cases of water or soft drinks are limited to 1 case. No bags may be placed in the aisle.
- ◆ Miscellaneous Items: Any item that blocks the aisle or which the driver determines to be a safety hazard is not permitted on the transit.
- ◆ Laundry: Passengers must limit laundry to only what they can manage. Baskets of laundry are not permitted to block the aisles. Mesh laundry bags are recommended.
- ◆ Hazardous Materials: Any item that is hazardous to other passengers, drivers or the general public is not permitted.



SERVICE ANIMALS:

Guide dogs and other service animals are allowed to accompany you. Please bring this to the attention of the operator when you schedule your ride. It is important that we are aware of this need before we arrive to pick you up.

OXYGEN:

Portable Oxygen tanks are permitted.

PASSENGER CONDUCT:

Passengers are expected to exercise common courtesy and consideration of others, including other passengers and the driver.

- ◆ Seat belts must be worn as required by law.
- ◆ Passengers must remain seated while the transit is moving.
- ◆ Smoking, chewing tobacco, open food and drinks are not permitted.
- ◆ Profane language is not permitted.
- ◆ Persons may not carry a firearm in any manner which violates Indiana's Criminal Recklessness statutes.
- ◆ Gasoline will not be transported.
- ◆ Illegal drugs or open containers of alcohol are not permitted on the transit.
- ◆ No personal pets are permitted on the transit.
- ◆ Passengers may not operate any audio or visual equipment that infringes upon other passenger's comfort or safety or impairs the driver's ability to perform. Items would include but are not limited to audio/visual devices without headsets, portable video games with sound effects, boom boxes, etc.
- ◆ Abusive or disruptive behavior toward any passenger, driver or the general public will not be tolerated. 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. Examples of abusive behavior: profanity, screaming, hitting, sexual harassment.
- ◆ Any act which creates the potential for injury or other risk to any passenger, driver or the general public will not be tolerated.

Not abiding by The City of Huntingburg Transit policies may result in suspension of service. Drivers and/or Transit Administration reserve the right to stop service depending on the seriousness of the offense.

OUR DRIVERS:

- ◆ Drivers do not handle any personal monies, medications or papers.
- ◆ Passengers must handle their own errands. Our drivers are only to drive.
- ◆ Drivers will not enter a passenger's home. The passenger must be ready at the time of pick up.

"Please cooperate with our drivers. They are concerned for your safety and the safety of others!"

HOLIDAYS

The Huntingburg Transit will not run on the following holidays:

New Year's Day

Martin Luther King Day

Presidents' Day

Good Friday

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day & Friday After

Christmas Eve

Christmas Day

LOST ITEMS:

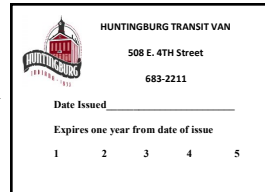
The Huntingburg Transit will not be responsible for lost, stolen, or damaged items. To check on a lost item, please call 812-683-2211.

FARE:

Fare for all passengers is \$3.00 for a round trip, \$1.50 for a one-way trip, and \$1.00 for each additional stop.

\$ 5.00 ride tickets are available for purchase.

Tickets can be purchased at the City Hall, 508 E. 4th Street. You may also request a ticket from the transit driver.



Fare will be collected by the driver before departure. Fare must be paid by either cash or ride ticket. The City of Huntingburg Transit will not be responsible for lost tickets.

Fare is to be paid in the **exact amount** as the driver does not carry cash and **cannot** make change.

PERSONAL/HEALTH CARE ATTENDANT:

If you have a personal/health care attendant, he/she may ride with you at **no additional cost**. Please inform the operator at the time of scheduling if you will have an attendant ride with you.

*Note: Personal/health care attendants must have the same origin and destination as the passenger they are accompanying.

CHILDREN:

- ♦ Children under the age of 5 must be accompanied by an adult. Space must be reserved for children when scheduling your trip.
- ♦ State approved car seats must be used for children 4 years of age and under. Passengers must provide their own car seat. Seats must be appropriate for age and weight of the child. **Passengers are responsible for proper seat installation, securing the car seat and their child.**
- ♦ No one under the age of 18 will be allowed to ride without the consent of their parent or guardian. A signed consent form* is required before transportation is provided.

**available at City Hall or www.huntingburg-in.gov*

GETTING THERE ON TIME:

It is our goal to provide the greatest number of passengers with prompt, efficient, courteous service. **The safety of our passengers is our first priority.**

Following are the ways you may help us serve you.

- ♦ In order to ensure the transit will be on time for other passengers, **the driver cannot make unscheduled stops**. When you call to schedule your ride, be sure you tell the operator each destination you need to go.
- ♦ Be sure to tell us when your scheduled appointment is.
- ♦ Please be ready at least **15 minutes** before the transit is scheduled to arrive. Due to traffic, weather conditions, street repairs, cancellations, etc., the transit may arrive 15 minutes before or after your scheduled pick up time. If the transit has not arrived after 15 minutes from your scheduled pick-up time, please call 812-683-2211.
- ♦ In order to be on time for other passengers **the transit can only wait 5 minutes** when arriving to pick you up. If you are not ready to board the transit after this waiting period the transit will leave for its next destination. If you miss your ride, call 812-683-2211 in order for us to reschedule you. If another time is not available, you may have to reschedule for another day.
- ♦ If you are unable to keep your scheduled ride, please be courteous to other passengers and call 812-683-2211.
- ♦ If the transit van will not be operating due to weather or road conditions, we will notify the local radio stations WBDC 100.9 FM and WITZ 104.7 FM.