

### Prohibited Activities

Illegal acts, threats or acts of physical violence will not be tolerated. Adams County 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.

### Service Animals

Guide dogs and other service animals are allowed to accompany you if this need is indicated in your customer file. The animal must be leashed or harnessed the entire trip. The animal must not pose a threat to any passenger or the van operator. The animal shall not block or in any way obstruct aisles or doorways.

### Clients Transported with Oxygen

The ADA provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. For safety reasons the oxygen bottle must be secure.

### Title VI

Adams County Council on Aging/Adams County Transit operates its programs and services without regard to race, age, religion, sex, disability, color, ancestry or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have 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 724-5316; email Title VI to [coabilling@co.adams.in.us](mailto:coabilling@co.adams.in.us) or visit our administrative offices at 1109 Dayton Street, Room 1, Decatur, IN 46733.

### Funding

Funding is provided by Aging and In-Home Services of Northeast Indiana through Title IIIB of the Older Americans Act, the Adams County Commissioners, City of Decatur, City of Berne, Town of Geneva, Town of Monroe, United Way of Adams County, The Federal Transit Administration 5310 and 5311 Programs, the Indiana Department of Transportation Public Mass Transit Fund, Service fees, Saint Mary’s Fall Fest, Adams County Community Foundation, Union Township Lions Club, First Bank of Berne, Adams Memorial Hospital and other local foundations and organizations.

**Donations and contributions are always appreciated.**

### Fares for Seniors 60+ years old

Since we receive some Title IIIB Funding from the government, riders aged 60+ will be asked for suggested donations. Those suggested donation amounts will be consistent to what was asked previously of riders. The suggested donations for seniors are \$5 for a round trip within your city limits and \$10 for a roundtrip within Adams County.

### Fares for Riders 0-59 years old

<b>Adams County Indiana residents aged 0-59 years old.</b>	
<b>Trips within Adams County within 0-9 miles</b>	<b>\$5.00 each way</b>
<b>Trips within Adams County within 10-20 miles</b>	<b>\$10.00 each way</b>
<b>Trips within Adams County within 21-30 miles</b>	<b>\$15.00 each way</b>
<b>A medical trip from Adams County to Wells or Allen County</b>	<b>\$1/mile up to 50 miles one way.</b>
<b>Children under the age of 12 and accompanied by an adult</b>	<b>\$1</b>
<b>Children under the age of 12 traveling alone will be charged the regular ACT fare listed above.</b>	

### Out-of-County Travel

**ANYONE wishing to travel outside of the county, regardless of age, for a medical trip, will be charged a fare.**

This is a change from years past. We will not be getting federal reimbursement for these trips, so any Adams County resident wishing to travel to Wells or Allen Counties, for a medical trip, will pay their fare total at the start of the trip. The amount due will be given to the rider when the trip is booked.

### No Shows

If there is no response within 5 minutes of our bus arriving at your pickup, you will be considered a NO Show and charged \$10 for our inconvenience. This \$10 will need to be paid before you are allowed to board our van for a future trip.

**\*Drivers will not make change on the vans! \***



1109 Dayton Street, Room 1  
Decatur, IN. 46733  
Phone (260) 724-5316

**Serving Adams County since 1973!**

**Transportation service is available throughout Adams County for all Adams County residents.**

**Appointments are scheduled by calling the Adams County Council on Aging/ Adams County Transit office at 260-724-5316 8:00 A.M. to 4:00 P.M. Monday through Friday.**

**Appointments need to be made at least 24 hours in advance.**

**Transportation hours are Monday – Friday 6:00am – 6:00pm**

**[www.adamscountycouncilonaging.org](http://www.adamscountycouncilonaging.org)  
Facebook: @adamscountycouncilonaging**

*The Mission of the Adams County Council on Aging and Adams County Transit is to promote a healthy, independent, quality lifestyle for all citizens of Adams County.*

## Making a Reservation

Call the Adams County Council on Aging/Adams County Transit at 724-5316 between the hours of 8:00am – 4:00pm Monday through Friday to make an appointment. Appointments will not be taken over voicemail. Reservations should be made at least 48 hours in advance if possible for in county trips and 5 days in advance for out of county medical trips. This advance notice does not guarantee availability but does make it more likely. Please call as soon as you know that you will need transportation to an appointment. Several weeks' notice is wonderful and often essential especially for out of county medical trips.

**\*The driver does not stay with you at your appointment.\***

Adams County Transit operates on a demand-responsive system, which means all reservations are made on a first come, first serve basis. Please mention all needed stops at the time of scheduling, and all passengers. Unscheduled stops will not be accommodated as our schedule fills up quickly.

### How do I change or cancel a reservation?

If you must cancel an appointment or scheduled pick up, please give the office a call as soon as possible. 48 business hours advanced notice is strongly suggested, when possible. The schedules are printed by 2:00pm for the following day, PLEASE do not wait until the van arrives at your door to cancel the trip. (You may be responsible for the scheduled fee associated with your trip. We understand emergencies can arrive, for those situations after hours, you may call the office @ 724-5316.

### Pick-up window

ACT 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.

### Infants and Children

An adult must accompany infants and children under the age of 4. Children less than 4 years old or 40-lbs. must be secured in a federally approved car seat (provided and secured by the accompanying adult). Children between the ages of 4 and 8-years old and less than 4'9" must use a booster seat. All children who are under the age of 8 years old must have their own car/booster seat to use the service. ACT operators are not responsible for securing.

## Adams County Council on Aging

### Client Terminations/Appeal Process:

The Adams County Council on Aging/Adams County Transit reserves the right to terminate any client and/or deny service to any potential or current client who willfully disregards the guidelines set up for the program which serves them. Such behavior may include, but is not limited to the following:

- Sexual harassment or misconduct of any kind toward an employee or client.
- Continuous pattern of missed appointments, especially when no notification is given to an employee of the Council on Aging office. Due to the cost and inconvenience a no-show causes, you may be responsible for paying for the trip.
- If you are recorded as a No Show for 20% or more of your scheduled trips within a 60-day period, your services may be suspended for 10 days.
- In the event that services are terminated, the client is given the opportunity to appeal this decision to the Council on Aging/Adams County Transit administration.

**Note: Cautionary contact will be made by phone or in person. Actual termination will be done in writing within seven (7) days of non-compliance verbal warning.**

### Accessibility

All of the Adams County Transit vehicles are equipped to accommodate passengers who use a wheel-chair, or who need to board the van by means of a ramp or lift. The driver will come to the door of your residence to pick you up and will deliver you to the door at your destination.

### Delays and Cancellations

For possible delays and cancellations, please listen to WZBD 92.7, watch WANE TV or check our Facebook and/or website. We reserve the right to restrict or cancel our transportation service based on weather changes, road conditions...

### ADA Reasonable Modifications (Special Needs)

Individuals needing a service accommodation or modification must notify the Adams County Transit office when making the reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please call 724-5316. Attempts will be made to honor all reasonable modification requests.

## 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. The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, Adams County Transit public transportation system 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. Also, riders are requested to limit carry-on bags to what you can handle yourself. Carry-on bags cannot block isles or exits.**

### Rider Courtesy

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

### Other Restrictions

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

### Adams County Veterans

Adams County veterans will be allowed to ride within Adams County on the ACT vans at no charge, once proof of service has been established in the Adams County Council on Aging office.

**The Adams County Council on Aging is a Not-for-Profit Agency and an Equal Opportunity Employer.**

Proud to be a United Way Partner Agency

