

SERVICE PROVIDED

PCACS, Inc. provides door to door demand response service to people who reside in Porter County.

Transportation is provided on a priority reservation basis to seniors and all people with disabilities. People with low-income, serious medical problems and mobility issues are also given special consideration when scheduling rides. The driver can assist you from home to the bus, or the bus to your home. **The driver cannot enter your home or any other establishment.**

HOURS OF OPERATION

Monday through Friday from 6:00 a.m. to 5:30 p.m. Service will not be available on the weekends or holidays. Closings due to weather or other emergencies will be announced on the radio at 105.5 FM – WLJE.

FARES

Fares are \$1.00 one-way and \$2.00 round trip. You must have exact fare or a prepaid fare ticket. Fare tickets are available for purchase in packs of (16) sixteen rides for \$15.00 from your driver or from the Transportation Office (462-4302). Clients with disabilities ride free. Financial assistance is available to clients that are in financial hardship that request help by completing the assistance form.

RESERVATIONS

To schedule a ride, call the Transportation Office (462-4302) Monday through Friday between the hours of 8:00 a.m. to 3:00 p.m. Reservations should be made at least 48 hours in advance.

NOTE: All reservations must be made through the Transportation Office. Drivers cannot take your reservation.

INFORMATION REQUIRED

- ✓ First and last name
- ✓ Address and phone number of pick-up location
- ✓ Requested date, arrival time and departure time
- ✓ Need of the lift to board the vehicle
- ✓ If you will be traveling with a personal care attendant or service animal

PICK UP TIMES

Our pick up times are scheduled to pick you up as close to your requested time as possible. Please be ready to leave 30 minutes before your scheduled time. Please call the Transportation Office (462-4302) if our driver is not at your pick up location 5 minutes before your scheduled pick up time.

PASSENGER'S RESPONSIBILITIES

- ✓ Be on time — due to time constraints, a driver can only wait three minutes for you to acknowledge your ride.
- ✓ Only schedule rides which you intend to use.
- ✓ Call the Transportation Office to cancel your ride as soon as you know you will not need the ride.
NOTE: A suspension will be imposed for a documented pattern of scheduling abuses that are within the passenger's control. An emergency, sudden or worsening illness, the inability to connect with the transportation office phone line, or a late bus will not be considered scheduling abuses. If your service has been suspended all currently scheduled rides will be cancelled.
- ✓ Driveways and walks must be safe and clear of hazards or your ride will be denied by the driver.
- ✓ Wear a seatbelt at all times. Wheelchair patrons must wear a seatbelt and/or have wheelchair secured at all times if possible.
- ✓ Do not eat or drink while on the bus — unless you are a “qualified persons with a disability” or have health issues that require those activities.
- ✓ Pay your fare for each trip. All passengers, except PCAs, are expected to pay for each ride

unless other arrangements have been made in advance or financial assistance has been granted. (Future rides will not be scheduled for you if you fail to comply.)

- ✓ The only animals allowed on the bus are those considered to be service animals.
- ✓ Bring only as many bags as you can reasonably carry.
- ✓ Report any safety or security issues.
- ✓ Proper language must be used at all times.
- ✓ Dress appropriately.

NOTE: We reserve the right to refuse service to any person for any reason which may hamper our ability to provide service to our many patrons.

DRIVER'S RESPONSIBILITIES

- ✓ To deliver you from your pick up location to your destination
- ✓ To deploy lift upon request
- ✓ To push wheel chair if needed
- ✓ To provide gentle assistance to you (an arm for support to assist you from door to door)
- ✓ To assist you with groceries & packages up to 20 pounds

NOTE: Drivers are not allowed to enter your residence. If you need some assistance inside your home, please have that arranged for ahead of time. If more assistance is needed, a personal care assistant (PCA) may accompany you free of charge.

MISSION

PCACS extends a helping hand to seniors, people with disabilities, and low income residents by providing compassionate services to improve their quality of life while maintaining their dignity and independence.

SAFETY OR SECURITY ISSUES

Please report any suspicious activity to your driver immediately or contact the Transportation Office at 462-4302.

TRANSPORTATION FORMS

The forms below are available upon request at the Transportation Office, and on all buses from the drivers .

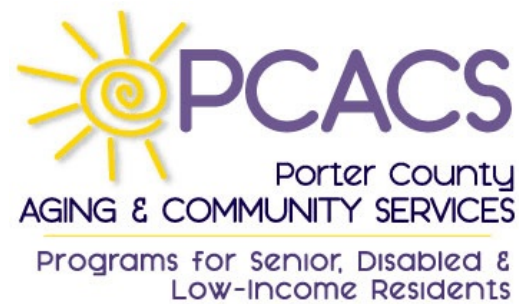
All forms available in accessible formats and assistance completing forms available on request

- ▶ Client Intake
- ▶ Subsidy Assistance Application
- ▶ Customer Complaint or Complement
- ▶ Survey

PORTER COUNTY AGING & COMMUNITY SERVICES

1005 Campbell Street
Valparaiso, IN 46385

Rider's Guide to Door to Door Demand Response Transportation



Serving Porter County for over fifty years!

August 26, 2011

PCACS

PORTER COUNTY AGING & COMMUNITY SERVICES

1005 Campbell Street
Valparaiso, IN 46385
PHONE: 462-4302 FAX: 462-6993
WEBSITE: UNDER CONSTRUCTION

DID YOU KNOW THAT PCACS:

- is a not-for-profit social service agency
- has financial assistance available
- is an equal opportunity employer
- provides all information in accessible formats upon request
- vehicles are ADA compliant
- is a member agency of United Way of Porter County



United Way of Porter County