

SERVICES PROVIDED

PCACS provides door-to-door, demand response service for seniors and people with disabilities who reside in and want to be transported to a location in Porter County.

- ◆ Drivers will push wheelchairs if needed.
- ◆ Drivers will deploy the lift for anyone requesting its use.
- ◆ Drivers will assist clients with groceries and packages not exceeding a total of 60 pounds per trip.
- ◆ Drivers are only allowed to provide “gentle assistance” (an arm for support) and are not allowed to offer additional physical assistance on stairs or from a wheelchair to a seat on the bus.
- ◆ Drivers are not allowed to enter a home or any other establishment (an exception may be made for the purpose of notification of arrival at medical centers).
- ◆ Clients who need assistance inside their home or on the bus must take responsibility for getting that assistance from another source.
- ◆ There is no charge for personal care assistants (PCAs) to ride.

REGISTRATION & SCHEDULING

ALL CLIENTS MUST REGISTER BEFORE SCHEDULING A RIDE

Registration can only be done by transportation staff:
Monday through Friday
8:00 am to 3:00 pm
219-462-4302

TO SCHEDULE RIDES WITH TRANSPORTATION STAFF HELP

Monday - Friday 8 am - 3 pm
219-462-4302

WITH THE RIDEAPP-24/7 SMART PHONES OR TABLETS

- Search for Porter County ACS at:
- ◆ Google Play Store for Android
 - ◆ Apple App Store for Apple

COMPUTERS/WEB INTERFACE

- ◆ <https://book.pcacs.rideco.com>

NOTE:

- Rides may only be booked up to (13) thirteen days in advance.
- Rides may be booked on short notice
- If a ride is not available at the time you choose, you can search for alternate times.

BUS SERVICE HOURS

WEEKDAYS ONLY

Monday – Friday
FIRST PICK UP – 7:45 a.m.
LAST PICK UP – 3:30 p.m.

Effective March 1, 2023
until further notice

PICK UP TIMES EXPLAINED

We make every effort to pick you up as close to your requested time as possible. We really appreciate you being ready earlier. With the new system we can only wait 5 minutes for you to appear at your door ready to go. The RideCo system will inform you when the bus is nearing your location if you have enabled it to do so.

SUSPENSION OF SERVICES

PCACS reserves the right to refuse service to any person that for any reason hampers our ability to provide quality service to our patrons. This includes a documented pattern of scheduling abuses that are within the passenger’s control. If your service is suspended all currently scheduled rides will be cancelled.

PASSENGER’S RESPONSIBILITIES

- ◆ BE ON TIME – the RideCo system only allows a five minute wait for you to acknowledge your intent to ride.
- ◆ CANCELLING – if you need to cancel your ride, please do so as soon as possible.
- ◆ ONLY SCHEDULE rides you are intending to use.
- ◆ DRIVEWAYS AND SIDEWALKS must be safe and clear of any hazards (snow and ice are considered hazards).
- ◆ SEATBELTS must be worn at all times and wheelchairs must be secured.
- ◆ PAY THE FARE for each trip unless arrangements have been made in advance.
- ◆ DO NOT EAT OR DRINK while on the bus unless you are a “qualified person” that requires to eat or drink while in transit for medical reasons.
- ◆ SERVICE ANIMALS are the only animals allowed on the bus.
- ◆ REPORT any safety or security issues.
- ◆ PROPER LANGUAGE must be used at all times.

VISIT OUR WEBSITE for more information about PCACS services, programs, links, forms, and the RideCo App.
www.portercountyacs.org
or just “Google” PCACS

All PCACS buses are ADA compliant. PCACS is an equal opportunity employer.

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.

TRANSPORTATION FORMS/DOCUMENTS

Available upon request:

- ◆ Client Intake Form
- ◆ Subsidized Transportation Form
- ◆ Complaint Form (four pages)
- ◆ Reasonable Modification Policy

All are available from the drivers, at the transportation office, and on the PCACS website.

They are available in accessible formats and assistance completing the forms is also available upon request.

www.portercountyacs.org



1005 Campbell Street
Valparaiso, IN 46385

Transportation Phone Line
219-462-4302

(PCACS Main Phone Line - 219-464-9736)

TRANSPORTATION SAFETY

Rider safety, respect for other riders and the driver, and reducing driver distractions are very important in providing all with a reliable, convenient, and safe PCACS experience. To ensure that the rides continue to run smoothly and safely to all destinations on its route, please adhere to the following PCACS rules and safety guidelines:

- ◆ Abusive, disorderly conduct or profanity will not be tolerated; intoxicated or disruptive passengers will be suspended from our services.
- ◆ Be courteous and respect others.
- ◆ No alcohol or smoking on the bus.
- ◆ Use earphones with any sound producing devices.
- ◆ Always keep your head and hands inside the bus.
- ◆ Leave your pets at home; only service animals accompanying passengers with disabilities may be permitted on our bus.
- ◆ Listen to the PCACS driver for important announcements.
- ◆ Store all items out of the aisle.



Porter County
AGING & COMMUNITY SERVICES

Programs for Senior, Disabled & Low-Income Residents

*Serving Porter County
for almost seventy years*



DOOR TO DOOR
DEMAND RESPONSE
TRANSPORTATION

Rider's Guide
January, 2024



Learn more
about PCACS
on the WEB!

www.portercountyacs.org



— FACEBOOK —
facebook.com/PCACS



— TWITTER —
twitter.com/PoterCACs



— INSTAGRAM —
instagram.com/PorterCAC

YOU CAN HELP

Please consider helping our community!

You can donate by clicking on the "Make a Donation" button on our "website -

www.portercountyacs.org

OR

by sending a check to our office.

Please make checks payable to PCACS and mail to
1005 Campbell Street

*Watch for fundraisers.
Thank you for your support!*

