



ACPT-PCHS Transit Guide



Arrowhead Country Public Transportation Pulaski County Human Services, Inc. Providing public transit in Pulaski County since 1981

P.O. Box 32

115 W. Pearl St.

Winamac, In 46996

Call 574-946-6500 Extension 223 or toll free 1-877-946-4211 Extension 223

fax 574-946-7271

pulaskipchs@embarqmail.com

TTY for voice call 711 or 1-800-743-3333

Pulaski County Human Services, Inc. is your **Pulaski County operator** for public transportation. A state-designated Rural Transit Program, KIRPC Arrowhead Country Public Transit serves as our grantee and serves residents of Jasper, Pulaski and Starke Counties with demand response service. PCHS provides service to Pulaski County and is a county-wide rural public demand responsive and subscription transit service. Out of County service is available upon request and availability. We also offer subsidized and/or [discount services](#) for seniors, disabled and preschool children.

Wheelchair accessible vehicles are available. Pulaski County Human Services, Inc. drivers are either CDL or PPC licensed, master driver certified, CPR/First Aid Trained, PAT (Passenger Assistance Technique) Trained and School Bus Driver Certified. Pulaski County Human Services, Inc. is also referred to as PCHS in this document. **Policies are available in alternative format.**

Notifying the Public of Rights Under Title VI

THE SECTION 5310/5311 GRANTEE

- ✓ The **Section 5310/5311 grantee** operates its programs and services without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the **Section 5310/5311 grantee**.
- ✓ For more information on the **Section 5310/5311 grantee's** civil rights program, and the procedures to file a complaint, contact 574-946-6500

TTY for voice call 711 or 1-800-743-3333

pulaskipchs@embarqmail.com with Title VI complaint in subject line. ;

Or visit our administrative office at 115 W. Pearl St. Winamac, IN. For more information, visit www.pulaskionline.com

- ✓ 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, and 1200 New Jersey Ave., SE Washington, DC, 20590.
- ✓ If information is needed in another language, contact 574-946-6500 .
Si se necesita informacion en otro idioma de contacto, 574-946-6500.



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Pulaski County Human Service, Inc.

Hours of Operation

Providing public transit to Pulaski County since 1981

Monday through Friday

8 a.m. - 4 p.m. EDT

(574)946-6500 or toll free 1-877-946-4211

pulaskipchs@embarqmail.com

www.pulaskionline.org/humanservices

TTY for voice call 711 or 1-800-743-3333

These days and times are observed except for [holidays](#) and bad weather days.

Pick up starts at 8:00 a.m. in county to travel within the county unless otherwise approved. If traveling out of county, time of pickup is negotiable based on availability. Return service in county ends at 4:00 p.m. unless otherwise negotiated. Outside regular service hours are available by request and approval.

Closure Policies:

Services are not available on the following holidays (services resume the following working day):

- New Year's Day
- Martin Luther King Day
- President's Day
- Good Friday
- Memorial Day
- July 4th
- Labor Day
- Veteran's Day
- Thanksgiving Day and the following day
- Christmas Eve
- Christmas

Bad weather cancellations are determined by PCHS, Inc., based on weather reports and local and county road conditions as well as law enforcement and school closings.

Tune to WKVI (FM radio 99.3) for information

Watch Channel 16 WNDU for closures

Channel 22 WSBT for closures



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Pulaski County Human Service, Inc.
Fares and Payments

(Subject to change without prior notification)

Destination and origin within county: General Public

\$1.00 per boarding

General Public Monthly passes: \$40.00

Discounted passes available for elderly/disabled: \$20.00/month

Elderly enrolled in Title III are requested to donate based on these fares.

Destination outside of county:

**\$10.00 each way and 1.25 per mile after 30 miles,
these charges apply to each passenger, escorts/personal aides ride at no
charge.**

Subscription

**Monthly pass rates for regularly scheduled services in the county: (based on
1 round trip per day) Service times negotiable.**

\$24.00 for two day per week service

\$36.00 for three day per week service

\$48.00 for four day per week service

\$60.00 for five day per week service

- **Title XIX Medicaid Program**
- **PCHS, Inc. accepts payment from Social Security for disability determination trips.**
- **Preschool/Other Social Service Agencies Transportation-rates negotiable.**
- **Service is supported in part by Title III Older Americans Act through a grant from Northwest Indiana Community Action Inc. for passengers over 60 years of age.**



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Pulaski County Human Services, Inc. Riders Guidelines and Safety Rules

PCHS, Inc. policies help ensure the safety and efficiency of our transportation service.

- Passengers must request their own reservations (unless another pre-approved caller has been established).
- Requests for a lift equipped vehicle are to be made at the time of your reservation.
- Pre-authorization is required for a confirmed trip to be billed to the passenger or a third party.
- Passengers are asked to complete a client information form. A third party acting in the best interest of the passenger, such as a caregiver or caseworker, may complete the form.
- Failure to give advance notice (at least 2 hours) when unable to make a reserved trip unless an emergency can be documented may result in being billed for the missed trip. PCHS, Inc. reserves the right to deny future services to passengers who fail to provide cancellation notice. In instances where a third party is responsible for reservations and cancellations, that party may be billed for the trip.
- Passengers must be ready to depart at the reserved pickup time. Because unavoidable delays in service can occur, PCHS, Inc. maintains a thirty minute window within reserved pickup and return time.
- Due to space considerations, passengers are requested to limit shopping bags to 3 grocery bags or 2 laundry baskets per person.
- Any discrepancies in service or observation of unsafe practices by the PCHS, Inc. vehicles, service, or personnel should be reported to the transportation supervisor at PCHS, Inc.
- **PCHS, Inc.** provides curb to curb and door to door service for our riders. Our drivers are not allowed to lift or physically handle riders and they are not allowed to enter rider's homes except if previous arrangements have been made with the Transit Supervisor's approval.
- Only personal assistive animals are allowed on any PCHS, Inc. vehicle.
- Oxygen tanks/respirators are permissible on the vehicles.
- Passengers must wear seatbelts or other safety restraint on vehicle. Passengers riding with children required to be in child safety seats must provide and secure child care seats themselves.
- Please be sure that wheelchairs or other mobility devices are clean, safe, and in good working condition before traveling. For your safety, be sure we can secure your equipment.
- No shoving, pushing, or behaving in a disorderly manner
- No smoking in or near the PCHS, Inc. vehicles
- No consumption of open alcoholic beverages in the PCHS, Inc. vehicles
- No consumption or possession of illegal drugs in the PCHS, Inc. vehicles
- No playing of personal radios, tape decks, IPODS, MP3 or CD players (without earbuds) in the PCHS, Inc. vehicles