

## SERVICE/SERVICE AREA

PCHS-ACPT provides demand response, curb-to-curb 24 hours advance reservation public transportation service within Pulaski County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

PCHS-ACPT also provides subscription and specialized service as shared ride so it is common that passengers will be on board with others traveling to the same area.

## SERVICE HOURS

**Weekdays: 8 a.m. - 4 p.m.**

**Other days and hours available by request**

## HOLIDAYS

Transit Service is closed on:

New Year's Day, Presidents Day, MLK Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving Eve and Day, Christmas Eve and Christmas Day. Actual dates will vary.

## ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request PCHS-ACPT also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

## REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification should notify PCHS-ACPT 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 PCHS-ACPT Transit Manager Lisa Graves at 574-946-6500 Ext 223 or on our website. Attempts will be made to honor all reasonable modification requests.

## TRANSPORTATION OF CHILDREN

Children less than 4-years old or 40-lbs. must be secured in a car seat. Children between the ages of 4 and 8-years old and less than 4'9" must use a booster seat. Car and booster seats are the responsibility of the parent or guardian and PCHS-ACPT are not responsible for securing. This responsibility is left to the parent/guardian of the child. Children 5 or over or 40 lbs. must use the harnesses in the vehicle provided if enrolled in preschool transit.

Revised 8/2022

## FARES

You must have exact fare or a pass. **DRIVERS DO NOT MAKE CHANGE**

**Destination and origin within county:**

**General Public**

\$1.00 per boarding

General Public Monthly passes: \$60.00

Discounted passes available for elderly/disabled: \$30.00/month

Elderly enrolled in Title III are no charge.

**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-\$60.00 depending on how many days per week.

**Title XIX Medicaid Program certified-Riders** must contact their transit provider number to schedule trip.

## SERVICE ANIMALS

PCHS-ACPT welcomes service animals. Service animals must be under the constant control of its handler. Riders are permitted to bring Non-Service animals on board, however they must be in appropriate cage or pet carrier.

## TITLE VI

PCHS-ACPT operates its programs and services without regard to race, color 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 or for more information on the civil rights program, or the procedures to file a complaint, contact 574-946-6500 email L. Graves [pchstransit@embarqmail.com](mailto:pchstransit@embarqmail.com) or visit our administrative office at 115 W Pearl St Winamac 46996. For more information, [www.pulaskionline.org](http://www.pulaskionline.org) Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.



## ARROWHEAD COUNTRY PUBLIC TRANSIT

*People moving people*

**Mission Statement:**

*It is our mission to provide safe, reliable, affordable and efficient public transportation for Pulaski County*

**Phone 1-574-946-6500 EXT 223**

**Fax 1-574-946-7271**

**Toll Free 1-800-826-7871**

**Indiana Relay Service Dial 711 or**

**TTY (800)111-1111**

**(For the Hearing Impaired)**

**115 W Pearl St PO Box 32**

**Winamac, In 46996**

[www.humanservices.pulaskionline.org](http://www.humanservices.pulaskionline.org)

[pulaskipchs@embarqmail.com](mailto:pulaskipchs@embarqmail.com)



**SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Indiana Department of Transportation Public Mass Transit Fund, Pulaski County, NWICA, Medicaid and local donations**

**Equal Opportunity Employer  
TRIP RESERVATIONS**

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis. Trip reservations must be requested 24 hours in advance of requested pick up time with in the county to insure service... 2 weeks in advance for out of county.

To schedule trips passengers must call **574-946-6500 EXT 223** between 8:00 a.m.- 3:30 p.m. Monday - Friday.

Passengers are requested to provide the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address

Hearing impaired persons can call the Indiana Relay Service at 711 for assistance in scheduling trips.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

### **WILL CALLS**

Sometimes it may not be possible to schedule a time for your return trip. If this is the case you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a wait before you can be picked up. You may also have to wait for a vehicle that is heading to your part of the county. For best service you should only schedule a Will Call as a last resort.

### **PICK UP WINDOW**

PCHS-ACPT 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. **If there is no response within 3 minutes of our bus honking the horn at your home, you may be considered a No Show and charged for our trip to your home.**

### **CANCELLATIONS AND NO SHOWS**

Riders are responsible for trip cancellations. If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 1 hour prior to your scheduled pickup time you will be considered a No Show. No Shows waste time and

money, make other passengers late and cause service denials to others.

If you are recorded as a No Show for 3 consecutive pickups in a month without any contact to our agency you are subject to suspension of service. You can appeal your suspension by PCHS-ACPT at 574-946-6500 and speak to the Transportation Manager.

### **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.

### **RIDER COURTESY**

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

### **PROHIBITED ACTIVITIES**

Illegal acts, threats or acts of physical violence will not be tolerated. PCHS-ACPT 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.

### **OTHER RESTRICTIONS**

- \* Items large enough to block aisle way; emergency exits
- \* Garbage, recycled material, aluminum cans
- \* Flammable materials such as Gasoline, oils, etc.
- \* Shopping carts of any kind
- \* Lawn mowers, weed eaters, bicycles
- \* No profanity / intimidation / fighting
- \* No opened food or drink on the buses unless medically documented
- \* No illegal drugs on any vehicle

*Any violation of these rules can result in immediate removal from vehicle as well as suspension of services*

### **ASSISTANCE**

Our service is provided from the curb at your pick-up point to the curb at your destination. Door to door service is available by request if needed.

The driver may assist you to and from the curb when boarding or leaving the bus, but is not permitted to enter a residence or building.

**An escort or personal care attendant may accompany you at no charge.**

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, PCHS-ACPT 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.

Riders are requested to limit carry-on bags.  
**Laundry bags / baskets: limit 1 bag/basket**

**Grocery bags: 3 bags per person at no charge.**

### **WEATHER CLOSINGS AND CANCELLATIONS**

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 Riders are encouraged to call 574-946-6500 to check on service.

**THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST**

**Interpreter Services Are Available**

**Donations accepted from Network for Good and Amazon.smile.com**

**Revised and updated 6/2019**