

**Paul Phillippe Resource Center
Clinton County Public Transit System**

Providing Passengers with Rides County-Wide!



**How to Ride Guide for
Clinton County Public Transit System**

**Service Provider: Paul Phillippe Resource Center
401 West Walnut Street
Frankfort, IN 46041**

(Website) www.paulphillipperesourcecenter.org

**Flexible, Affordable, Safe Transportation Service
This Rider Guide is available in alternative format upon request.
Indiana Relay Service Dial 711 or TTY 1-800-743-3333**

**Welcome to the Paul Phillippe Resource Center
Clinton County Public Transit System.**

The Paul Phillippe Resource Center (also known as PPRC) Public Transit program is a county-wide program designed to transport the general public in the service area of Clinton County. Lift-equipped vehicles are available for a person needing specialized transportation services.

This innovative transportation program began operation in January of 2005. It is a cooperative venture between the Paul Phillippe Resource Center, the Clinton County Commissioners, and the Indiana Department of Transportation.

**Eligibility for the Paul Phillippe Resource Center Clinton County Transit
Transportation Program**

This transportation program serves:

General public of all ages, within the service area of Clinton County

If you have questions or to find out if you can use PPRC Clinton County Public Transportation call: 765-659-4060 between 7:00 AM and 5:00 PM, Monday through Friday. Appointments must be requested at least 24 hours in advance. We will do our best to accommodate same day transportation when requested.

**Quick Reference Numbers
Reservations/Cancellations/Complaints/Comments:**

Please call **765-659-4060** and ask for the dispatcher or the Transportation Coordinator.

Email is also available corem@clintoncountytransit.org

For life threatening emergencies, always call 911

**Administrative Fax
765-659-3006**

Mailing Address
Paul Phillippe Resource Center
401 W Walnut Street
Frankfort, IN 46041

Service Days and Hours

Transportation operates 7:00 AM to 5:00 PM, Monday through Friday. Saturday's 10:00 A.M. to 1:00 P.M. (by advance appointment only). Appointments must be requested at least 24 hours in advance for inside the service area (Clinton County), and at least 48 hours outside service area. Appointments made outside of Clinton County's Service Area must be made between the hours of 8:00 A.M. & 2:30 P.M.

Our service area is the entire County of Clinton. The general public in this service area is entitled to utilize this transit system. We transport to anywhere a client requests within the Clinton County area. As a courtesy we will also go to Lafayette and Lebanon if we have the availability. We do not travel outside of the State. We will try to meet as many transportations needs as possible. All passengers, regardless of disability, will have access to the entire established service area.

Holidays Observed-No Service

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day
Week of Christmas and the week of New Year's

Fare Structure - Suggested Donation Scale

This public transportation program is a cost-effective way to provide transportation for the general public living in the service area of Clinton County. It is very important for passengers who utilize this program to give donations. Transportation funds are very limited. This scale has been developed to help you determining a reasonable donation. It is based on the destination of each trip taken.

Local Trips	\$ 8.00
Outside City Limits	\$ 15.00
Lebanon	\$ 20.00
Lafayette	\$ 25.00

Any trip taken outside of the service area of Clinton County will be asked to donate based on the location of your trip be it Lebanon or Lafayette.

Your donation is crucial to the success of the program and it ensures that the transportation program will continue to be available to you. If you cannot give the suggested donation amount, please give something. Donations are to be placed in the fare box at time of trip.

Scheduling a Ride

1. You must call **765-659-4060** to make a reservation.
2. We request you call at least 24 hours before the day of your scheduled appointment if within the Clinton County Service Area. We request you call at least 48 hours before your scheduled appointment if your transportation is outside of the Clinton County Service Area. This time allowance does not include the weekend.
3. Trips are scheduled on a first come, first scheduled basis. There is no trip priority we will serve our service area of Clinton County before going outside the service area. Same day request will be accepted subject to availability.
4. Trips cannot be scheduled with a driver.

Call PPRC Clinton County Public Transit office at **765-659-4060** to schedule a ride. If no one answers, leave your message on the answering machine be sure and leave your name and number and someone will call you back within 24 hours period if it is not on a weekend or a holiday.

When calling to reserve a ride, please have the following information ready:

- Your first and last name
- Date of Birth
- Date when you want to travel
- Pick up address and telephone number
- The time of your medical appointment/or the time of where you need to be transported
- Your requested return time/or length of medical appointment
- Medicaid information, if you have Medicaid Insurance
- Address of where you are needing to go complete address, city
- Emergency contact information/person and phone #
- If you will be using a wheelchair or another mobility device/need to use lift.
- If you will be bringing a service animal
- If you will be accompanied by a personal care assistant/or companion
- If you will be accompanied by a child under eight (8) years of age or who weighs less than 80 pounds (You must supply a care seat for such a child). Children under 12 years of age must be accompanied by an adult.
- If you have any serious medical conditions that our drivers should be made aware of.
- Any other information the transit system should know to help make your travel safe and comfortable.

Travel Time

- If you are traveling to an appointment, be sure to tell the dispatcher what time you must arrive at your destination. Then the correct pick-up time can be computed for you.
- All service is subject to “shared rides” your total travel time will allow time for others to board and ride in the same vehicle if needed.

Companions

As an eligible rider, you may arrange to bring companions along on each ride for the same donation that you contribute. You may add extra donation paying companions to your trip only on a same day space available basis.

Personal Care Assistant (PCA)

If you have been medically classified as needing the services of a PCA during travel, then you must provide one to be transported on the PPRC Clinton County Public Transit System. The PCA may ride with you for no donation. Drivers are not permitted to perform PCA duties.

Cancellation and “No Show” Policies

Canceling a Ride

To cancel trips, call the dispatcher at 765-659-4060. Please remember to cancel your trip if you are unable to take your trip as soon as possible or at **least one (1) hour** before your scheduled pickup time. This will help free up space for others to ride and keep program costs down.

Cancellations made less than one (1) hour prior to scheduled pick up time will be considered a **no-show**.

No-Shows: Definitions and Penalties

You may be considered a “no-show” if you:

- Are not ready to board the vehicle within 5 minutes of its arrival after the scheduled pick-up time.
- Call to cancel a trip less than one hour before the scheduled pick-up time.
- If you are a “no-show” for a trip and we are unable to contact you, any subsequent trips already scheduled for the future will be cancelled unless we hear from you.
- If a trip results in “no-show”, passenger will still be required to donate. (If you are recorded a no show for 20% or more of your scheduled rides within a 60-day period your service will be suspended for 10-day. You can appeal your suspension by calling PPRC Clinton County Public Transit at (765) 659-4060 and asking to speak to the Transportation Coordinator.

Pick-up and Drop-off Procedures

- PPRC Clinton County Public Transit has a 30-minute pick-up window. This means that the bus can arrive to pick you up 15 minutes before to 15 minutes after your scheduled pick-up time.
- You should be ready to board the vehicle **at the beginning** of your pickup window.
- When the driver arrives at the pickup point, if he or she does not see you they will attempt to find you (e.g., call you on telephone).
- If the driver cannot locate you within 5 minutes of arrival at the pickup point, they will list you as a “no-show” and leave.
- Service can be door-to-door for you if you are mobility impaired. This must be requested to the dispatcher when you call to request a ride. However, our drivers are not responsible for getting wheelchairs up and down more than one step or curb. Drivers are not permitted to enter a person’s residence.
- You will not be considered a “no-show” if you refuse a ride that arrived later than the 15-minute window.

Boarding with a Mobility Device

All wheelchair accessible vehicles used in this service are equipped with passenger lifts that meet ADA specifications. They will accommodate mobility devices such as standard wheelchairs and some electric wheelchairs. A common wheelchair is defined as one that does not exceed 30-inches in width and 48 inches in length above the ground and does not weigh more than 600 pounds when occupied.

- If you need a passenger lift to board a vehicle, the driver will assist. All drivers are trained to operate the lift.
- If needed, you may also board the vehicle while standing on the lift.
- For your safety, please be sure that your wheelchair or other mobility device is maintained according to manufacturer’s specifications. We request that brakes be in good working order.
- If riders live in a building where stairs cannot be avoided, it is the rider’s responsibility to have assistance available.
- We encourage wheelchair users to remain in their chair. Users must wear a lap belt while riding on our public transit system.

Reasonable Modifications

Individuals needing a service accommodation or modification must notify the Clinton County Public Transit 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 the Clinton County Public Transit at (765)659-4060. Attempts will be made to honor all reasonable modification requests.

Transporting Packages

Because the vehicle could be shared by several riders, each passenger must limit your packages or items to what they can carry. Drivers must adhere to a schedule. For the safety of all riders, you may not transport explosives, acids, flammable liquids, or other hazardous materials.

Transporting Life-Support Equipment

You may bring a respirator, portable oxygen, and/or other life-support equipment if it does not violate laws or rules regarding hazardous materials. Equipment must be small enough to fit into PPRC Clinton County Public Transit vehicles. If large oxygen tanks are to be transported, they must be able to be tied down and secured.

Transporting Children

Car seats must be provided for all children under the age of eight (8), or weighing less than 80 lbs. Children under the age of 12 must be accompanied by an adult. Children must be kept under control. It is distracting and dangerous to the driver to have children who are screaming, crying, hitting, or throwing objects. Drivers are not babysitters.

Service Animals

Service animals must be under the constant control of its handler. You should tell the dispatcher when you book trips that you will be traveling with a service animal. Service animals only no other animals or “pets” are allowed.

Rider and Driver Responsibilities

PPRC Clinton County Public Transit System has a short list of common-sense responsibilities designed to ensure safety and comfort for all riders as well as the driver.

Rider Rights:

- Riders are entitled to a safe ride with a competent driver arriving at your destination in a timely manner.
- Riders are entitled to transportation on a first come basis.
- Unless other arrangements are made, riders may expect to be transported to and from their destination.
- Any private information given to PPRC Center Clinton County Public Transit staff about your transportation needs, medical conditions, or financial information will be regarded as confidential.
- To ensure the quality of the program, we want to know of any issues or concerns you may have about our program.

Riders have a responsibility to:

- Carefully read all sections of the Riders Guide.
- Make reservations at least one day (24 hours prior to appointment time) in advance for within the County trips.
- Make reservations at least two days (48 hours prior to appointment time) in advance for outside of the county trips.
- Be ready at pick location on time.
- Call to inquire when the vehicle has not arrived by the end of your 15-minute window.
- Call to cancel unneeded rides at least one (1) hour in advance.
- Wear seatbelts at all times.
- Alert drivers of any special needs or concerns.
- Avoid distracting the driver or other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in a safe condition according to manufacturer's specifications.
- Expect shared-ride service: others may be picked up or dropped off before you reach your destination.
- Maintain acceptable standards of personal hygiene.

Follow these common rules of courtesy:

- No items large enough to block isle way, emergency exit on vehicles
- No garbage, recycled material, aluminum cans on vehicles
- No flammable materials such as gasoline, oils, etc. on vehicles
- Shopping carts of any kind on vehicles
- Lawn mowers, weed eaters, bicycles on vehicles
- No profanity / intimidation / fighting while on vehicles
- No opened food or drink on vehicles.
- No riding under the influence of alcohol or illegal drugs while on vehicles
- No illegal drugs on vehicles
- Good personal hygiene
- No spitting / urinating / defecating while on vehicles
- No smoking or vaping while on vehicles
- No littering in the vehicle.
- No radios, cassette-tape players, compact disc players or other sound-generating equipment are to be played aloud aboard the vehicle.
- Shirt and shoes must always be worn.

PPRC Clinton County Public Transit system has the right to deny any passenger a ride on our vehicles should that passengers be a continual problem for others while in transport.

Drivers have a responsibility to:

- Adhere to the same standards of courtesy and personal hygiene, as those required of the riders.
- Wear seatbelts.
- Maintain passenger confidentiality.
- Treat riders with courtesy.
- Maintain the assigned service schedule for the convenience of all riders.
- Assist riders when leaving and entering the vehicle.
- Drivers must exhibit a positive and professional attitude with staff, riders, and the community.
- Drivers are to attend training workshops and meetings as requested.
- Drivers are to maintain a Public Passenger Chauffeurs license and DOT physical yearly or every two years according to physical guidelines.
- Submit to random Drug and Alcohol testing.
- Report any incidents so that they will be on file.
- Drivers must immediately report all road violations to PPRC Clinton County Public Transit staff and maintain a good defensive driving record.
- Drivers are mandated to report immediately to PPRC Clinton County Public Transit staff any reasonable suspicion of abuse /neglect of any passenger they transport.

Assistance included but is not limited to:

- Offering ambulatory passengers, a steadying arm or other appropriate guidance or assistance when walking or using stairs outside of home.
- Helping persons in wheelchairs to maneuver on standard ramps to and from their destination.
- Assist with seatbelts if assistance is needed.
- This is a curb-to-curb demand response service.

Drivers are not permitted to:

- Enter rider residences.
- Perform any personal care assistance for riders, such as dressing or taking to restroom facilities.
- Lift or carry riders.
- Carry riders or wheelchairs up or down stairs.
- Accept tips or gratuities.
- Park where it is not safe for them to back up or turn around.
- Make unauthorized stops. Drivers are not allowed to drop off at unauthorized drop-off points. If you change your destination, you need to notify the dispatcher prior to making the trip.
- Drivers are not permitted to become personally involved with passengers and should refrain from advising passengers about any problem they might have.
- Drivers are not permitted to discipline disruptive children by physical means.

Safety

Service and Safety are always our top priority. When you ride with the PPRC Clinton County Public Transit System, we want you to feel comfortable, be safe, and enjoy your ride. If for any reason, you feel uncomfortable during your ride, do not hesitate to approach the driver, or contact the PPRC Clinton County Public Transit office at 765-659-4060 and ask for Transportation Coordinator.

- Drivers are responsible for passenger safety and will report any unsafe conditions or situations to the PPRC Clinton County Public Transit office.
- Drivers may decide not to provide service if, in their judgment, a particular situation poses an immediate hazard to the passenger and or themselves or others.
- All vehicles and equipment used in this transit system are properly maintained and are in safe working order.
- Abide by all applicable federal, state, and local regulations.
- Maintain insurance coverage exceeding the legally mandated minimums.
- Drivers have all the proper licenses and receive regular trainings.

Inclement Weather

As the provider of transportation to general public in this Clinton County Area, it is our intent to remain open and available to our clients during bad weather. However, there will be times due to severe driving conditions and for the safety of our drivers, and riders that we will cancel transportation. This decision will be made by the PPRC Clinton County Public Transit office. You will be notified by phone of all closings and cancellations. It will also be on our facebook page and our website at www.paulphilliperresourcecenter.org

Lost Items

PPRC Clinton County Public Transit is not responsible for lost, stolen, or damaged items. To check for a lost item, please call 765-659-4060.

Keep Us Up to Date

Please call the PPRC Clinton County Public Transit office if there is a change in the following:

- Your address or telephone number
- Your emergency contact's name or telephone number
- The type of mobility device you are using
- Your ambulatory status
- Your physical or mental condition
- Your Medicaid Status

Customer Service Comments/Complaints

PPRC Clinton County Public Transit System welcomes your compliments, complaints, and suggestions. We are committed to using customer input as a tool to improve service quality. All comments may be submitted by mail to 401 W Walnut St., Frankfort, IN 46041 or by fax, 765-659-3006 or phone 765-659-4060 or email: corem@clintoncountytransit.org

If you experience a problem with a specific ride, you may wish to file a formal service complaint. To make a complaint you must call PPRC Clinton County Transit (765) 659-4060 ask for Transportation Coordinator. All formal complaints are investigated and receive responses. This must be done within 14 days of the complaint in question. Passenger names will be kept confidential. All complaints are taken seriously, and every effort is made to resolve complaints in a timely manner. To file a formal service complaint, you will need to provide the following information:

- Rider's name, address, and telephone number
- Date and time of the incident
- Details of the incident

Suggestion Surveys are available upon request from the driver.

Suspension of Service

Misusing the system can result in suspension of your transportation service. The following are examples of misuse of the PPRC Clinton County Public Transit system, which could lead to suspension:

1. Allowing friends or family to ride using your name.
2. Suspension for "no-shows". Explained above
3. Abusive or disruptive behavior. Such behavior can annoy or endanger passengers, drivers, or other staff or other riders. Disruptive abusive behavior includes but is not limited to:
 - Intimidation or threats of physical harm to driver or other riders
 - Verbal abuse of drivers, staff, or other riders.
 - Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations.
4. Voluntarily and repeatedly violating riding rules such as:
 - Smoking in vehicles
 - Not wearing seatbelts
 - Eating or drinking in vehicle
 - Defacing equipment

If an investigation reveals your disruptive behavior is due to a disability that is beyond your control, a sudden personal emergency, or a sudden illness, your service may not be suspended. Appeals to suspension of service must be submitted in writing to the transportation coordinator within 30 days of notification of suspension. All passengers will be permitted to use service during the appeals process. The Executive Director will have three (3) days to issue a final suspension decision in writing to the passenger involved. All final decisions will be implemented within seven (7) days of passenger notification.

ADA Complaints

PPRC Clinton County Public Transit operates in compliance with Title II of the ADA Act. PPRC Clinton County Public Transit does not discriminate based on disability. If you feel you have been discriminated against based on discrimination you may file an ADA discrimination complaint. To file a complaint contact (765) 659-4060, (TTY 1-800-743-3333); or email ADA Complaint to dlayton@clintoncountytransit.org or visit our administrative office at 401 W Walnut St., Frankfort, IN 46041. For more information visit our website at www.paulphillippresourcecenter.org.

Title VI

Public Notice of Rights under Title VI of the Civil Rights Act of 1964 Paul Phillippe Resource Center Clinton County Public Transit System

Paul Phillippe Resource Center Clinton County Public Transit system

operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on the civil right program, or the procedure to file a complaint contact **Dawn Layton** at **(765) 659-4060** or **Indiana Relay Service dial 711 or TTY 1-800-743-3333** or email **dlayton@clintoncountytransit.org** or visit our office at **401 W Walnut St., Frankfort, IN 46041.**

A complainant may be filed directly with the Federal Transit Administration by filing a complaint to:

Office of Civil Rights

Attention: Title VI Program Coordinator

East Building 5th Floor-TCR

1200 New Jersey Avenue, SE

Washington, DC 20590

If information is needed in another language or alternate format, Contact Dawn Layton at above number or email.

Note: Transit system should ensure the other language information is also provided in any languages spoken by LEP populations that meet the Safe Harbor Threshold.

This document can be made available in alternative format. *

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