

SERVICE/SERVICE AREA

Clinton County Public Transit provides demand Response. Public transportation to the general public in Clinton County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

Clinton County Public Transit operates as a shared-ride service, so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

SERVICE HOURS

Weekdays: 6:00 A.M. to 5:00 P.M.

Holidays

Call 765-659-4060 for Holiday Schedule

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. Clinton County Public Transit 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 must notify 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 Clinton County Public Transit at (765) 659-4060. Attempts will be made to honor all reasonable modification requests.

DONATIONS

Your donation is crucial to the success of the program and it ensures that the transportation program will continue to be available to you. Please donate something. Donations are to be placed in the fare box at time of trip, or you can donate online at www.paulphillippersourcecenter.org in the donate now section.

SERVICE ANIMALS

Clinton County Public Transit welcomes service animals. Service animals must be under the constant control of its handler. No other animals or "pets" are allowed. When making a reservation please let the dispatcher know you are traveling with a service animal.

TITLE VI

Clinton County Public Transit 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 right program, or the procedures 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 Federal Transit Administration by filing a complaint with the 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 the 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*](#)

Clinton County Public Transit

Mission Statement:

To provide safe, dependable, and accessible transportation in

Clinton County

Phone (765) 659-4060



Fax (765) 659-3006

Indiana Relay Service Dial 711 or

TTY 1-800-743-3333

(For the Hearing Impaired)

401 W Walnut St.

Frankfort, IN 46041

www.paulphillippersourcecenter.org

SERVICES PROVIDED WITH FUNDS FROM:

The Federal Transit Administration 5311

Program, Indiana Department of

Transportation, Clinton County

Commissioners, City of Frankfort and

Indiana Medicaid Programs

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

**Interpreter Services Are Available upon
Request.**

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 at least 24 hours in advance of requested pick up time. To schedule trips, passengers must call (765) 659-4060 between 7:00 am - 4:00 pm Monday to Friday. Trips cannot be scheduled by telling a driver.

Passengers will be asked for the following information when scheduling trips:

Name / Date of Birth
Home Address
Telephone Number
Pick-up/Drop-off addresses
Arrival Time / Return Pick up Time

Hearing impaired persons can call the Indiana Relay Service at 711 or (800) 743-3333 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

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 long wait before you can be picked up.

PICK UP WINDOW

Clinton County Public Transit has a 30 minute pick-up window. This means that the bus can arrive to pick you up any time 15 minutes before to 15 minutes after your scheduled pick-up time. If there is no response within 5 minutes of arrival time you will be considered a No show.

CANCELLATIONS AND NO SHOWS

It is important that if you don't need your trip that you cancel at least 1 hour prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed.

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 pick-up 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 reported as a No Show, subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule.

If you are recorded as a No Show for 20% or more of your scheduled rides within a 60-day period your service will be suspended for 10-days. You can appeal your suspension by calling Clinton County Public Transit at (765) 659-4060 and asking to speak to the Transportation Coordinator.

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 comes to a complete stop.

RIDER COURTESY

Our service is a shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke or chew tobacco, vape, 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. Clinton County Public Transit 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 exit
- * 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
- * No illegal drugs on any vehicle

Any violation of these rules may result in removal from vehicle due to safety concerns.

ASSISTANCE

Our service is provided from the curb at your pick-up point to the curb at your destination.

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 assist with seatbelts, if needed. However, Clinton County Public Transit requests that all passengers not take advantage of this courtesy or the drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags and packages.

Riders are requested to limit carry-on-bags to what they can carry. Carry-on bags cannot block aisles or exits.

COMMENTS/COMPLAINTS

Clinton County Public Transit welcomes comments. Please contact the Transit Coordinator at (765) 659-4060 to provide a comment or complaint.

WEATHER CLOSINGS AND CANCELLATIONS

You will be notified by phone of all closings and cancellations. It will also be on our Facebook page and our website at: www.paulphillippersourcecenter.org

ADA COMPLAINTS

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