

SERVICE AREA

The Reach Out Community Van provides demand response, curb-to-curb, advance reservation transportation service within Hillsboro, Newtown, Wallace, Mellot, Wingate, Veedersburg, and Waynetown. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

Reach Out Community Van is public transportation so anyone can ride! Riders must share the bus with others who are traveling at the same time and in the same direction.

SERVICE HOURS

Available: 24 hours a day, 7 days a week upon request and providing the availability of a qualified Volunteer Driver.



Reach Out Community Van IS ACCESSIBLE

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.

REASONABLE ACCOMMODATIONS

Individuals needing a service accommodation or modification must notify Reach Out Community Van of the request when making a reservation. Reach Out Community Van will attempt to honor all reasonable accommodation requests.

TRANSPORTATION OF CHILDREN

An adult must accompany all children younger than 11-years old unless the child's parent or guardian has made prior arrangements.

PORTABLE OXYGEN AND RESPIRATORS

Reach Out Community Van transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

SERVICE ANIMALS

Reach Out Community Van welcomes service animals. Individuals riding with service animals must control the service animal. No other animals "pets" are allowed.

FARE INFORMATION

Our service area is donation based, with donations covering the cost of vehicle fuel for the trip. Please donate appropriately and generously.

At \$ 2.00 per gallon fuel cost is approximately \$0.20 per mile traveled.

PERSONAL ATTENDANTS

Personal attendants necessary for persons with disabilities are encouraged. Personal attendants can ride along at no cost.

HOW DO I PAY FOR MY TRIP?

You are expected to give a donation. During the trip bag will be passed to each passenger to place a donation in. Individual donations are kept confidential.

We can't transport you unless you donate to cover the fuel cost for the trip.

Donations to Reach Out Community Van are gladly accepted, however tipping the driver is not permitted.

TITLE VI

Reach Out Community Van complies with Title VI of the Civil Rights Act. All services are provided without regard to age, national origin, sex, religion, disability, or gender identity. Persons wishing to file a Title VI complaint should contact the Transit Program Coordinator at (765)447-7683.

Area IV Agency on Aging has been designated as a Community Action Agency to serve low-income population in Carroll, Clinton, Tippecanoe & White Counties. All services are provided without regard to race, age, color, sex, disability, national origin, ancestry or status as a veteran.

The Reach Out Community Van

*Hillsboro Community
Volunteer Public Transit*

Mission Statement: To foster better quality of life for individuals, families and communities, maximizing resources with a commitment to quality service.



"Reach Out is Reaching Out for You!"

**Phone (765) 234-2403 or
(765) 798-6191**

**Indiana Relay Service Dial
(800) 743-3333**

(For the Hearing Impaired)

**Area IV Agency on Aging & Community
Action Programs, Inc.**

660 N 36th St., Lafayette, IN 47905

www.areaivagency.org

Brochure Revised 5/19/2016

**SERVICES FUNDED IN PART BY: The Federal
Transit Administration, the Indiana Department of
Transportation, and Area IV Agency**

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.

To register or to schedule trips call (765) 234-2403 between 8:00 am - 4:00 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Hearing impaired persons can call the Indiana Relay Service at (800)743-4350 for assistance in scheduling trips.

Same day add-on trips may be accommodated if there are openings and an approved volunteer driver is available.

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.

RIDER PICK UP

REACH OUT COMMUNITY VAN HAS A 15 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

CANCELLATIONS AND NO SHOWS

You must be ready to go and be outside or waiting where you can see or hear the van and be seen by the driver anytime during the pick-up window. Once the van arrives it will only wait 5 minutes before moving on and reporting you as a No Show. Once the bus leaves your pick-up point it may not be able to come back.

It is important that if you don't need your trip that you cancel at least 30-minutes prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed.

If the van arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 30-minutes 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 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 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 the Transit Program Coordinator at (765) 742-7683.

SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

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.

RIDER COURTESY

Our service is shared ride. We expect you to be respectful and courteous to others. Please maintain acceptable standards of hygiene. Please do not eat, drink, chew tobacco, play loud music, engage in loud conversation, curse, or touch or disturb others including the driver on the van.

PROHIBITED ACTIVITIES

No smoking is permitted on the vehicle.
No open containers of alcohol are permitted on the vehicle.

Illegal acts, threats or acts of physical violence will not be tolerated. Reach Out Community

Van 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.

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 help secure packages and assist with seatbelts if needed.

Riders are requested to limit carry-on bags to 5 paper or 10 plastic bags. Bags must be small enough not to obstruct other riders and stored out of the aisles. It is the responsibility of the rider or his/her attendant to load and unload bags. Drivers will assist if necessary.

Inclement Weather

As a provider of transit services, it is our intent to remain open and available to our passengers in bad weather. However, there will be times, due to severe weather and driving conditions we may need to cancel a trip. This decision is made by the driver and/or the Volunteer Board of Directors. The scheduler will notify passengers of a cancelled trip.

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMS UPON REQUEST
Interpreter Services Are Available



AREA IV AGENCY
On Aging and Community Action Programs