

SERVICE/SERVICE AREA

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

Wabash County Public Transit also provides deviated-fixed route service (Green Line) within certain areas of the city. Vehicles on this route have designated points of interest with scheduled pick-up times but will deviate up to 3/4 mile upon request 24 hours in advance. Ask your transit driver for a Green Line schedule.

All of Wabash County Public Transit operates as 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 Demand Response: 5:30 A.M. – 6:00 P.M.

Green Line Fixed Route: 9:00 A.M. – 4:30 P.M.

HOLIDAYS

New Year's Day

Good Friday

Memorial Day and July 4 (As legally observed)

Labor Day

Thanksgiving Day and the Friday after Thanksgiving

Christmas Eve and Christmas Day

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. Wabash 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 Wabash 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 Wabash County Public Transit at (260) 563-7536. We will try to honor all reasonable modification requests.

TRANSPORTATION OF CHILDREN

Children pay the regular fare. If you need financial assistance please call the transit office at 260-563-7536 and speak with a dispatcher about a "share the fare" application. You must have exact fare, a pass or a token.

All children over 8 years old must wear a seat belt. Children less than 8 years old must be secured in a size appropriate car seat. Car and booster seats are the responsibility of the parent or guardian and Wabash County Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

Seniors 60 and older ride by donation by contract with Area Five Agency on Aging and Community Services.

FARES

Ages 59 and younger (\$2 in the city & \$4 in the county)

Green Line - \$1 each way unless registered as a senior rider with the transit office.

We provide out of county transportation. based on availability. Separate fares apply.

Punch passes are available for purchase in the Transit Office located at 239 Bond Street.

Each punch equals \$1.

Tickets can be purchased in increments of \$10 and \$20.

The \$20 pass provides a slight discount.

We offer a Share the Fare for qualifying families riding together. Income guidelines apply.

Exact fare must be provided.

SERVICE ANIMALS

Wabash County Public Transit welcomes service animals. Service animals must be under the constant control of their handler. Riders are permitted to bring Non-Service animals on board; however, they must be in appropriate cage or pet carrier and will be charged the regular transit rate for passengers, (\$2 or \$4).

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.

WABASH COUNTY PUBLIC TRANSPORTATION

It is our mission to provide safe, reliable, affordable, and efficient public transportation for all ages throughout Wabash County, Indiana.



Phone (260) 563-7536 Transit Dispatch

Toll Free (888) 498-4400

(260) 563-4475 Agency Office

Fax (260)569-1535

**Indiana Relay Service Dial 711 or
TTY (800)743-3333 (For the Hearing Impaired)**

Language Line (831) 648-7582

Based at

239 Bond Street, Wabash, IN 46992

www.livingwellinwabashcounty.org



**[Living Well in Wabash County CoA
@assistingwabashcounty.org](https://www.facebook.com/livingwellinwabashcounty)**



Wabash County Transit

SERVICES FUNDED IN PART BY:

***The Federal Transit Administration 5311 Program,
and the Indiana Department of Transportation Public
Mass Transit Fund, North Manchester, Wabash,
Wabash County, and donations.
Area Five Agency on Aging and Community Services
provides support for senior riders.***



TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis based on availability. and are scheduled on a time and space availability basis. Trip reservations should be requested 24 hours in advance of requested pick up time.

To schedule trips passengers must call **(260) 563-7536** between 7:00 am - 5:00 p.m. Monday - Friday.

Trips cannot be scheduled by telling a driver.

Passengers must include the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address
- Use of mobility aid(s)
- Service animals
- Personal Care Attendants
- Children

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.

When the time you will be done at your destination is out of your control, it may not be possible to schedule a time for your return trip.

PICK UP WINDOW

Wabash County Public Transit has a 20-minute pick-up window which means the bus can arrive to pick you up anytime from 10 minutes before to 10 minutes after your scheduled pick-up time. **If there is no response within 5 minutes of your scheduled trip time, you will be considered a No Show. Green Line picks up at the scheduled stop time. If no riders are present the bus moves on to the next stop.**

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.

You are a No Show 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. **No Shows waste resources, often causing service denials to others.**

If you are reported as a No Show, we assume you do not need subsequent scheduled trips for that day and so they are automatically cancelled. You may call Dispatch to reschedule if those times are still available. Frequent No Shows can result in a suspension.

If you are recorded as a No Show, 3 times in a 30-day period you will be suspended for 14 days. You may appeal your suspension by calling Wabash County Public Transit at (260) 563-7536 and asking to speak to the CEO or Regulatory Manager.

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. Wabash 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

- No opened food or drink on the buses
- No illegal drugs on any vehicle
- Items large enough to block aisle way or emergency exits.
- Garbage or recycling material
- Flammable materials such as gasoline,
- Shopping carts of any kind
- Lawn mowers, weed eaters, and bicycles.
- No profanity, intimidation, fighting, or abusive conduct.

Abusive conduct is "any disruptive or intrusive act toward any passenger, driver, or the public.

Any violation of these rules can call for immediate removal from vehicle as well as suspension of services.

PUBLIC HEALTH PRECAUTIONS

During COVID-19, masks, temperature taking, hand sanitizer, and social distancing are required. Do not ride if you are feeling ill.

ASSISTANCE

Our service is provided from the door at your pick-up point to the door at your destination. **The driver may assist you to and from the door when boarding or leaving the bus. Drivers are 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, help secure packages, and assist with seatbelts if needed. However, Wabash County Public Transit 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. An additional fee is charged for bags over the limit of 4.

- Grocery bags: 4 bags per person at no additional charge. We encourage you to bring cloth bags.
- Anything that cannot fit in your bag is counted as one item, such as gallon jugs, cases of beverages, large items each count as a bag.
- You will be charged \$3 per item over that limit.

WEATHER CLOSINGS AND CANCELLATIONS

All closings and cancellations will be announced on The Bash 105.9, and WKUZ, and local Fort Wayne television stations WPTA, WANE, WISE, and WFFT in addition to the Living Well in Wabash County Facebook page.

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT

Interpreter Services Are Available

TITLE VI

Wabash County Public Transit operates its programs and services without regard to race, color, religion, sex, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have 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 260-563-7536, (TTY 800-743-3333); email title.vi.at@livingwellinwabashcounty.org, or visit our administrative office at 239 Bond Street, Wabash, Indiana 46992. For more information visit www.livingwellinwabashcounty.org.

Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.