

## SERVICE/SERVICE AREA

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

Cass County Public Transit also provides deviated-fixed route service 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 1 mile upon request. See insert for more information on our deviated-route service.

All of Cass 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: 6:00 A.M. – 6:00 P.M.**

## HOLIDAYS

Transit Service is closed on all Federal holidays

## 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. Cass 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 Cass 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 Cass County Public Transit at (574) 722-2424. Attempts will be made to honor all reasonable modification requests.

## TRANSPORTATION OF CHILDREN

Children 13 and older pay regular fare. Up to 2 children under the age of 13 may ride for free with a person paying full fare. All additional children riding with that family will be charged \$1 each. You must have exact fare, a pass or a token.

All children over 8 years old must wear a seat belt. 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 Cass County Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

## FARES

Seniors 60 and older (Free) *Donations welcome*

Under 60 years of age (\$2 in the city & \$3 in the county)

We provide out of county transportation (fares based on mileage)

Medical transportation (based on mileage and /or Insurance coverage)

*Tokens and Punch passes are available for purchase in the Transit Office located at 114 South Sixth Street.*

*12 punch city pass \$15*

*25 punch city pass \$30*

*12 punch county pass \$30*

*25 punch county pass \$60*

*Individual tokens \$2 each*

## SERVICE ANIMALS

Cass County Public Transit 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

Cass 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 rights program, or the procedures to file a complaint, contact 574-722-2424, (TTY 800-409-6503); email [title.vi@casstransit.com](mailto:title.vi@casstransit.com) or visit our administrative office at 115 S. Sixth Street, Logansport, Indiana 46947. For more information, visit [www.casstransit.com](http://www.casstransit.com). 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.

## CASS COUNTY PUBLIC

# TRANSIT

### **Mission Statement:**

***It is our mission to provide safe, reliable, affordable and efficient public transportation in the Cass County area***



**Phone (574) 753-5555 Transit line**

**(574)722-2424 Office**

**Fax (574)739-2167**

**Indiana Relay Service Dial 711 or**

**TTY (800)409-6503**

**(For the Hearing Impaired)**

**114 South Sixth Street**

**Logansport, IN 46947**

**[www.casstransit.com](http://www.casstransit.com)**

**SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Indiana Department of Transportation Public Mass Transit Fund**

## 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 schedule trips passengers must call (574) 753-5555 between 6:00 am - 5:30 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

Hearing impaired persons can call the Indiana Relay Service at 711 or (800) 409-6503 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 long wait before you can be picked up. You may also have to wait for a bus 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

Cass County Public Transit 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 will be considered a No Show and charged for our trip to your home.**

## 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 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 Cass County Public Transit at (574) 753-5555 and asking to 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. Cass 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 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
- \* No illegal drugs on any vehicle

*Any violation of these rules can call for 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.

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, Cass 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. The following fares will be applied to all passengers and their packages:

**Laundry bags / baskets:** \$1 charge per basket / large basket

**Grocery bags:** 3 bags per person at no additional charge. Anything after 3 bags is \$1 per paper bag or \$1 extra per 3 small plastic bags

**Gallon jugs / cases of soda:** 3 are free and up to 3 more for an additional \$1

## WEATHER CLOSINGS AND CANCELLATIONS

All closings and cancellations will be announced on WSAL Mix 102.3 and Hoosier Country 103.7 as well as Cass County on Line and our Cass County Council on Aging face book page and our website at [www.casstransit.com](http://www.casstransit.com)

**THIS BROCHURES IS AVAILABLE IN ALTERNATIVE FORAT UPON REQUEST**

**Interpreter Services Are Available**