

COMPLIMENTS / COMPLAINTS

Riders who have compliments or complaints are encouraged to call the office. The Associate Director of Transportation will make every effort to resolve any issues as quickly as possible. Any unresolved issues will be escalated to the Director of Programs on Aging.



FOR MORE INFORMATION ABOUT

TRANSPORTATION HOURS

Monday - Friday 8:00am to 4:00pm

OFFICE HOURS

Monday - Friday 7:30am to 4:30pm

Thrive West Central Transportation observes all Federal holidays.



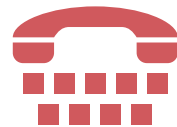
THRIVE WEST CENTRAL TRANSPORTATION SERVICES, CALL:



(812) 232-2675

OR

(800) 489-1561



RELAY INDIANA

711

800-743-3333

ThriveWestCentral.com

THRIVE WEST CENTRAL TRANSPORTATION RIDER'S GUIDE



 **(812) 232-2675**

No individual will be discriminated against because of age, sex, race, color, religion, national origin or physical or mental handicap.

SERVING PARKE, VERMILION
AND VIGO COUNTIES



THIS RIDER'S GUIDE HAS BEEN ESTABLISHED TO ASSIST THE USERS OF THE SERVICE.



ON THE VEHICLE:

All riders are expected to be courteous and respectful of the driver and each other.

Profanity or inappropriate comments towards riders or drivers will not be tolerated. Riders who disregard the driver's cautions will be asked to leave the vehicle immediately and will not be permitted to use the service again.

Consumption of food is **not** permitted in the vehicle. Drinks **must be in a closed spill-proof container.**

Smoking is not permitted in or around the vehicle.

Persons under the influence of drugs or alcohol will not be permitted in the vehicle.

Pets and Service animals are allowed on the vehicle and must be in the rider's control at all times.

Riders who have sores, wounds, or catheter ports must have them bandaged or covered.

Riders are responsible for carrying packages on and off the bus in one trip.

Riders who use mobility devices or have other special needs will be accommodated in the front seats or the designated positions and have seating priority. The driver will secure all mobility devices, with no exceptions.

Escorts or Personal Care Attendants (PCA) are permitted at no additional cost and encouraged to ride. Portable oxygen tanks are permitted on the vehicle. Still, they must be in control by the rider or secured to the user's mobility device.

All riders are required to wear a seatbelt.

Failure to follow these guidelines may result in loss of riding privileges.

SCHEDULING:

The service is demand-response, shared rides on a first call, first-serve basis.

When scheduling a ride, you will be asked for: Name, home address, destination address, and phone number.

The service has voicemail. If you reach voicemail, please leave a detailed message with your name and phone number. We will return your call as soon as possible.

If you need to cancel a ride, please call as far ahead as possible but not less than one hour before your scheduled pick-up. Leave a message, if necessary.



Your ride may arrive as much as 15 minutes before your scheduled pickup. Please be ready early. If you are not ready, the driver will wait 5 minutes past your scheduled pickup time.

If the driver does not receive an answer at the door and dispatch does not receive an answer by phone, the driver will move to the next pickup.

Unscheduled return trips will be completed as quickly as possible but are dependent on driver availability and may involve a wait time.

NO SPECIFIC REQUESTS

Thrive West Central Transportation Services aims to provide passengers with prompt, efficient, friendly service.

Riders are not permitted to request specific drivers, buses, seating, or anything involving the use of the driver to pick up, carry or move excessively oversized and heavy objects.

Drivers are not permitted to go through drive-through windows of any kind.