

GENERAL COMPLAINTS

If you would like to contact Thrive West Central Transportation to file a general passenger complaint that is not related to Title VI or ADA Protections, please contact:

Matthew Tribble
Phone: (812)232-2675
Email: mtribble@thrivewestcentral.com

ADA COMPLAINTS

Thrive West Central Transportation operates in compliance with Title II of the ADA Act. Thrive west Central Transportation does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of disability you may file an ADA discrimination complaint. To file a complaint contact (812) 232-2675, (TTY 711); email ADA Complaint to mtribble@thrivewestcentral.com or visit our administrative office at 2800 Poplar Street Ste 9A, Terre Haute, Indiana 47803. For more information, visit thrivewestcentral.com.



(812) 232-2675

OR

(800) 489-1561



RELAY INDIANA

DIAL 711

800-743-3333

(FOR THE HEARING IMPAIRED)

SERVICE HOURS

Weekdays 8:00am to 4:00pm

HOLIDAYS

Transit Service is closed on all Federal holidays



TITLE VI

Thrive West Central Transportation 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 (812) 232-2675, (TTY 711); email TITLE VI at mtribble@thrivewestcentral.com or visit our administrative office at 2800 Poplar St Ste 9A, Terre Haute, Indiana 47803. For more information, visit thrivewestcentral.com. 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.

SERVICE ANIMALS

Thrive West Central Transportation 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.

FARES

Thrive West Central Transportation is a donation-based service. Although fares are not required, the suggested donation is \$2 per one-way trip.

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 (812) 232-2675 Weekdays between 7:30 am - 4:30 p.m. . Trips cannot be scheduled by telling a driver.

Passengers may be asked to 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 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.

THRIVE

WEST CENTRAL
**TRANSPORTATION
RIDER'S GUIDE**

ThriveWestCentral.com



SERVING CLAY, PARKE, VERMILLION & VIGO



(812) 232-2675

Thrive West Central Transportation is an Equal Employment Opportunity Employer

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



SERVICE/SERVICE AREA

Thrive West Central Transportation provides demand response, curb-to-curb 24 hours advance reservation public transportation service within Clay, Parke, Vermillion, and Vigo Counties. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

All of Thrive West Central Transportation 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.

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. Thrive West Central Transportation also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

PICK UP WINDOW

Thrive West Central Transportation 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.

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.

ADA / REASONABLE MODIFICATIONS

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. Thrive West Central Transportation also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

TRANSPORTATION OF CHILDREN

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 Thrive Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

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 do not 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.

CANCELLATIONS AND NO SHOWS

It is important that if you do not 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.

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.

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



PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. Thrive West Central Transportation 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.
- 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. *See Reasonable Modification Policy Section 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, Thrive West Central Transportation 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. Riders are responsible for carrying packages on and off the bus in one trip.

Interpreter Services Are Available

**2800 Poplar Street Ste 9A
Terre Haute, IN 47803
ThriveWestCentral.com**