## HOW DOES THE DEVIATED ROUTE WORK?

## FARE-FREE SERVICE NO FARE IS REQUIRED TO RIDE.



The bus route operates from 8:00 a.m. until 4:00 p.m., Monday-Friday. To ride, stand at a signed bus stop or flag the bus down by waving to the driver. When you board, tell the driver where you want to get off. When the bus is about one block from the stop, let the driver know.

If you need to get on or off the bus at a location off the route, you may request a deviation within 1/4 mile of the route. The deviation zone is shown on the route map in this guide. Request a deviation by calling (812) 232-2675 at least one day in advance. The route can only make 2 deviations per hour.

#### **ACCESSIBLE VEHICLES**

The bus is fully accessible. The lift make it easy to board in a wheelchair, scooter or with a walker or stroller.

#### **ANIMAL POLICY**

Service animals are permitted. Small pets may be brought on board in a secure carrier under the control of the owner.

#### BAGS/PACKAGES

You may only bring onto the the bus what you can carry on and off in one trip. The driver is unable to assist with bags and packages.

#### TIPS FOR RIDING

- You can catch the bus at any of the stops shown on the schedule, or by requesting a pick-up or drop-off within the deviation zone.
- You can also flag the bus down at any location along the route where it is safe to stop. You may not flag the bus on Forest Avenue or National Avenue for safety reasons.

To meet the needs of passengers with disabilities, Thrive West Central will make reasonable modifications to its policies upon request. Passengers may call (812) 232-2675 to request modifications in advance or may make requests of the driver if it is not possible to request a modification in advance.

West Transportation Thrive Central operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statues and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the Americans with Disabilities Act (ADA) may file a complaint with Thrive West Central. For more information on Thrive West Central's civil rights program and the procedures to file a complaint under Title VI or the ADA. (812)call 238-1561, email mtribble@thrivewestcentral.com or visit hrive West Central's administrative office at 2800 Poplar Street Suite 9A Terre Haute IN 47803 from Monday - Friday 8 a.m. - 5 p.m. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590.



### RIDER GUIDE

Effective: January 2025

# Includes Complete Schedule and Route Map

For more information, call (812) 232-2675 or (800) 489-1561
Hearing impaired persons can call Indiana Relay at 711 or (800) 743-3333

This information is available in alternative formats upon request

