

More About *Ride Solution*

- Passengers should be aware that the driver may be picking up and dropping off other passengers before reaching their destinations.
- Passengers should expect that delays can occur due to traffic, bad weather or any other problem beyond the drivers control.
- The driver is only allowed to wait on passengers 5 minutes after scheduled pick-up time.
- If driver has not arrived 15 minutes after scheduled pick-up time, please call dispatch .
- Riders may call 812-254-3225 and ask to speak with the Director if customer service expectations are not being met.

Hours of Operation



6:00 a.m. - 6:00 p.m.

Monday - Friday

Cost



Riders must have exact change

Tickets or Passes may be purchased in advance

In Town \$2 each way*

In County \$4 each way*

County to County \$6 each way*

Additional Stops are \$1 Student, School Related trips \$1 in town

Children 6 and under - ride free, ages 7-12 \$1.00 with paid Adult

* Fares are subject to change without notice by Ride Solution.

Our Mission

Ride Solution is a coordinated Public Transportation service established to provide safe, dependable and affordable transportation to all who reside in our service area.

Ride Solution is a partnership of transportation providers. Funds are acquired through and supported by Four Rivers Resource Services, Inc., Generations, Southern Indiana Resource Solutions, Inc., West Central IEDD, FTA 5311 Program , INDOT Public Mass Transit Funds, RTAP, SIDC, and local contributions.

It's Easy to Schedule a Ride

Vans are available on first-come, first-serve basis. It is best to call 24 hours or more in advance to schedule a ride. Same day service will be accommodated if schedules allow for an additional charge.

No Specific Requests

It is the goal of Ride Solution to provide the greatest number of passengers with prompt, efficient, friendly service at an affordable price. Therefore, we are unable to honor specific requests for the following: drivers, seats, or vehicles.

Pick-up Window

Ride Solution has a 30-minute pick-up window. This means that the bus can arrive to pick you up anytime from 15 before to 15 minutes after your scheduled pick-up **time**.

This material is available in an alternate format upon request .



P.O. Box 367
1001 East Main Street
Washington, IN 47501



812-254-3225

Relay Indiana: 800-743-3333

Serving Daviess, Dubois, Gibson, Greene, Martin, Perry, Pike, Spencer, Sullivan and Warrick Counties.



Vehicles are wheelchair accessible.

Drivers are specially trained, friendly, safe and courteous.

Ride Solution is an Equal Employment Opportunity Employer.

Cancellations and “No Shows”

It is important that if you don't need your trip that you cancel at least **2** 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 are 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 Ride Solution at (812) 257-1101 and asking to speak to the Transportation Coordinator.

Weather Policy

Ride Solution reserves the right to suspend operation on certain routes if roads are deemed unsafe for passengers or drivers.

Holidays

Ride Solution does not operate on the following holidays:

New Years Day, Good Friday,
Memorial Day, 4th of July, Labor
Day, Thanksgiving Day & Friday,
Christmas Eve and Christmas Day.

When requesting a ride, please be ready to provide:

- ✓ Your name, address and phone number
- ✓ Date and time of your request
- ✓ Address, destination and return time
- ✓ Will you be using a mobility device
- ✓ If you will be traveling with an attendant

General Info

- ◆ Drivers will assist when boarding and exiting the vehicle. “Assistance” includes offering ambulatory passengers a steadying arm or other appropriate guidance or assistance from door-to-door. Drivers are not permitted to enter a residence or building.
- ◆ The lift is available for passengers who are unable to use the steps.
- ◆ Car seats that are required by law must be used and provided by the passenger. Drivers are not responsible for securing child seats, this is the responsibility of the parent/guardian of the child.
- ◆ Portable oxygen tanks are permitted.
- ◆ Service animals are allowed. 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 an appropriate cage or carrier.

Reasonable Accommodations

Individuals needing a service accommodation or modification should notify Ride Solution of the request when making a reservation. For more information regarding the reasonable modification policy or how to file an ADA Reasonable Modification complaint, please contact Ride Solution at 812-257-1101. Attempts will be made to honor all reasonable modification requests.

Passenger Conduct

- No smoking or chewing tobacco.
- Food and drinks must be appropriately contained.
- Please use seat belts as required by law.
- Stay seated when vehicle is moving.
- Please be courteous - no profane language.
- For your safety, please do not distract the driver.
- Disregard for any of the above may result in loss of riding privileges.
- Ride Solution is not responsible for lost, stolen or damaged items.

**Your ride
here is**

Title VI

Ride Solution operates its 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 the procedures to file a complaint, contact 812-257-1101 (TTY 800-743-3333; email bbrowning@dsiservices.org or visit our administrative office at 1001 E Main St, Washington, IN 47501. For more information, visit www.ridesolution.org. Complaints may be filed directly with the FTA with Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590