

## CATCH-A-RIDE

*Catch-A-Ride* is a demand response public transportation service available to anyone in Dearborn, Decatur, Jefferson, Ohio, Ripley, and Switzerland counties, no matter what your transportation needs are. Whether visiting a friend, seeing your doctor, or picking up a few things at the grocery, you have access to a safe and affordable ride. Plus, you can schedule your ride up to 30 days in advance!

Drivers are trained to assist passengers in and out of the vehicle at their origin and destination, as needed, and can help load and secure your wheelchair, oxygen tank, or mobility aid, but cannot enter your home or any building or lose sight of the vehicle. Passengers under the age of 16 must be accompanied by an adult. Service animals are welcome. All vehicles are wheelchair accessible.

*Catch-A-Ride* is unable to provide personal care attendants; however, passengers are permitted to have a personal care attendant ride along with them free of charge.

## HOURS OF OPERATION

Monday – Friday 6am to 6pm

## CALL CENTER HOURS

Monday-Friday 7am-5pm

## HOLIDAY SCHEDULE

*Catch-A-Ride* is closed on most Federal holidays. Please visit our website for a full list.

## HOW TO CATCH A RIDE

To schedule a ride, call:

**800-330-7603**

**TTY** 1-800-743-3333

The following Information will be required (\*New Clients Only):

- Name
- Address\*
- Phone Number\*
- Date of Birth\*
- Special transportation needs (wheelchair, walker, etc.)
- Pick Up Address
- Drop Off Address
- Date of Service
- Requested Time

Rides are scheduled on a first come, first served basis, based on availability. If your requested time is unavailable, you may be offered an alternate schedule.

## FARES

General Fares	0-5 Miles	6+ Miles
Standard	\$3.00	\$0.25/Mile
Reduced*	\$2.00	\$0.25/Mile
Subscription**	\$4.50	\$0.25/Mile
Group Fares	0-10 Miles	11+ Miles
Standard	\$3.00	\$0.25/Mile
Reduced*	\$2.00	\$0.25/Mile

\*Available to older adults (60+), individuals with a permanent disability, and children (under 16)

\*\*Subject to availability

## MEDICAL TRANSPORTATION

*Catch-A-Ride* is a Medicaid, Medicare, Managed Care, and Medicaid Waiver provider. Ask us if you qualify and how to book a ride.

## RULES OF THE ROAD

To help make *Catch-A-Ride* a safe and enjoyable experience for all passengers, we ask that you note the following:

- Please be ready 10 minutes prior to your scheduled pickup time and call if your ride has not arrived 10 minutes after your scheduled pickup time.
- Drivers are only permitted to wait 5 minutes, unless a particular contract requires otherwise.
- For cash trips, the exact fare is required and must be given to the driver when boarding.
- No smoking, open food, or drinks.
- Seatbelts must be worn at all times.
- Passengers are responsible for furnishing and securing child safety restraints that meet federal guidelines.
- Stay seated while vehicle is moving.
- Passengers are permitted to bring Items on board that they are able to carry in one trip and can secure either in their seat, at their feet and clear of the aisle way, or in the seat next to them (if available).
- Delays due to traffic or inclement weather may be possible.
- *Catch-A-Ride* will suspend operations if road conditions are deemed unsafe.
- Be respectful of your fellow passengers. Profane language, verbal or physical

threats or actions will not be tolerated. Any passenger who poses a “direct threat” to the health or safety of themselves or others may be denied service.

Fares and policies may be subject to change. Please call **800-330-7603** to request the latest information or to share your suggestions, compliments, or complaints.

## CANCELLATION POLICY

Call **800-330-7603** at least 2 hours prior to your scheduled pick-up time. If calling after hours, please leave a message on our cancellation line and include your name, the date, time and location of ride(s) to be canceled (Pick Up and/or Return), and a reason for cancellation (optional).

Failure to cancel at least 2 hours in advance or not being present for your pickup will result in a No Show.

Frequent No Shows (5 or more and at least 10% of the total trips scheduled in a given month) and frequent Cancellations (7 or more and at least 20% of the total trips scheduled in a given month) that are Within Rider Control or Unknown will be monitored on a rolling 12-month basis and may result in a suspension of service. Alternatively, passengers have the option to pay for missed trips at the appropriate fare to avoid suspension.

## REASONABLE MODIFICATION

Individuals needing a service accommodation or modification should notify *Catch-A-Ride* 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 Michelle Guidice, *Catch-A-Ride* Director, at **800-330-7603**. Attempts will be made to honor all reasonable modification requests.

## CIVIL RIGHTS & COMPLAINTS

### AMERICANS WITH DISABILITIES ACT (ADA)

*Catch-A-Ride* operates in compliance with Title II of the ADA Act. *Catch-A-Ride* 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 **800-330-7603** (TTY: 800-743-3333), email [mguidice@lifetime-resources.org](mailto:mguidice@lifetime-resources.org), or visit or send a letter to our administrative office at *LifeTime* Resources, ATTN: Michelle Guidice, *Catch-A-Ride* Director, 13091 Benedict Drive, Dillsboro, IN 47018. For more information, visit [www.lifetime-resources.org/catch-a-ride](http://www.lifetime-resources.org/catch-a-ride).

## TITLE VI

*Catch-A-Ride* 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 statutes 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 may file a complaint with *Catch-A-Ride*.

For more information on *Catch-A-Ride's* civil rights program and the procedures to file a complaint, please contact Michelle Guidice, *Catch-A-Ride* Director, at **800-330-7603** or [mguidice@lifetime-resources.org](mailto:mguidice@lifetime-resources.org) or visit our administration office:

Mon - Fri [8a - 4:30p]  
13091 Benedict Drive  
Dillsboro, IN 47018

A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about *Catch-A-Ride's* programs and services, visit [www.lifetime-resources.org/catch-a-ride](http://www.lifetime-resources.org/catch-a-ride). If information is needed in another language, please contact **800-330-7603**.

## GENERAL COMPLAINTS

If you would like to contact *Catch-A-Ride* to file a general passenger complaint that is not related to Title VI or ADA protections, please contact Michelle Guidice, *Catch-A-Ride* Director, at **800-330-7603** or email [mguidice@lifetime-resources.org](mailto:mguidice@lifetime-resources.org).

## FUNDING SOURCES

*LifeTime* Resources, Inc. dba *Catch-A-Ride* is a not-for-profit agency. Services are funded in part with Federal and State funds, including Federal Transit Administration Section 5311, Indiana Department of Transportation Public Mass Transit Fund, and the Indiana Family and Social Services Administration. Funding is also supported through local governments, foundation grants, the United Way, the United Fund, and private donations.

Catch A Ride



## PUBLIC TRANSPORTATION

### SERVING:

Dearborn  
Decatur  
Jefferson  
Ohio  
Ripley  
Switzerland



[lifetime-resources.org/  
catch-a-ride](http://lifetime-resources.org/catch-a-ride)

**800.330.7603**