

Public Passenger Guide

2024/2025

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TITLE VI NOTICE TO THE PUBLIC

The **Section 5310/5311 grantee's** Notice to the Public is as follows:

- ✓ The Kosciusko Area Bus Service operates its programs and services without regard to race, color, religion, sex, sexual orientation, gender identity, 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 may file a complaint with Kosciusko Area Bus Service
- ✓ For more information on the Kosciusko Area Bus Service civil rights program, and the procedures to file a complaint, contact 574-371-1410, (TTY800-743-3333); email Kristin.rude@cardinalservices.org; or visit our administrative office at 1804 E. Winona Ave, Warsaw, IN 46580. For more information, visit <https://cardinalservices.org/services.kabs/>.
- ✓ A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave.SE, Washington, DC, 20590
- ✓ If information is needed in another language, contact 574-371-1410. Si se necesita informacion in otro idioma de contacto, 574-371-1410.

CONTACT INFORMATION:

Please call anytime between Monday and Friday from 8:00 am to 5:00 pm for:

Dispatch: (574) 267-4990 or (866) 953-4490

Call for ride requests, cancelations, subscriptions, Medicaid Information, or general inquires.

Transportation General Manager: (574) 371-1410 or kristin.rude@cardinalservices.org

Call for bus advertisement, concerns or issues, current employment opportunities, general inquires, or to report safety concerns.

Website: <https://cardinalservices.org/services/kabs/>

Passengers with hearing or speech impairments can schedule rides or make general inquiries through the above email address.

Passengers with vision impairments can utilize braille readers or audible reading software to access marketing and informational documents and schedule rides. KABS will also provide passengers with enlarged text documents upon request.

Free TTY services (1-800-743-3333) of Relay Indiana are also available to access the KABS dispatcher. Passengers should call the TTY number for Relay Indiana and then provide the operator with the KABS office number. The Relay Indiana staff will then translate the information to the KABS dispatcher to ensure that they individual is able to access services.

FARE & FEE SCHEDULE:

With 24 hours' notice:

- 0 - 10 miles = \$1.00 one way
- 11 - 25 miles = \$2.00 one way
- 26 + miles = \$3.00 one way

Mileage starts from KABS base in Warsaw, ends at your pick up address.

Same Day Fee: Add \$5.00 to the appropriate fare if you are calling for a ride the same day or if you change your pick up/drop off times during the same day.

No-Go Fee: There will be a \$5.00 fee for no-go or rides not appropriately canceled at least one hour in advance, in addition to the appropriate cost of the ride (see fee schedule).

Charges: There will be a charge each time a rider gets on the bus.

(Ticket, token, or exact change are accepted;; drivers do not carry change or accept checks. Drivers cannot process debit/credit cards)

HOW TO SCHEDULE A RIDE:

Rides can be schedule up to **two weeks** in advance of the actual trip. Rides are based on availability of a bus and time needed for transport.

Passengers can:

- Schedule a ride and pay upon pick up
- Create a subscription and prepay for rides
- Purchase tickets or tokens at the KABS office (1804 E. Winona Ave., Warsaw, IN). Cash or check only.

Please be prepared to inform the dispatcher of:

- Pick-up location
- Drop-off location
- When you want or have to arrive at your destination
- If scheduling a round trip, when you would like to return
- If you need lift assistance
- If you have a personal assistant riding with you

**Drivers are not permitted to drop off at location and wait for passengers to run in and out. If errands are planned as such, you must schedule separate reservations and wait on the next bus to arrive.*

PAYMENT:

To provide a convenient service to passengers, KABS has established three payment options:

- Passengers can pay exact fare when the vehicle arrives.
- Passengers can pay with pre purchased tickets (\$10 value) and tokens (\$1 value) when the vehicle arrives.
- Passengers can pre-pay for rides at the KABS office.

Medical/Medicaid Transportation – see page 8.

CANCELLATION PROCESS:

Please call dispatch at least 1 hour prior to pick up time.

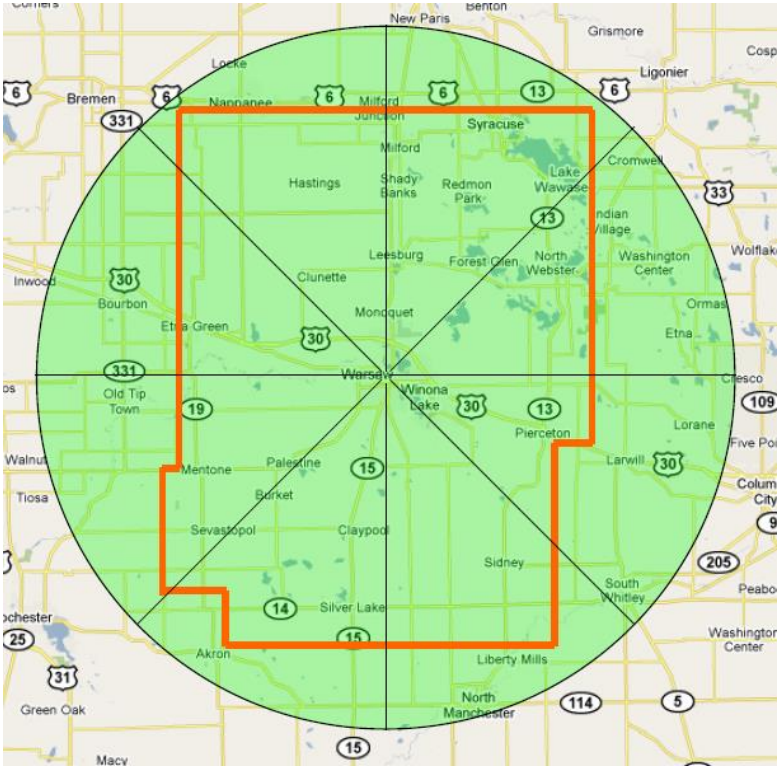
KABS requests that a passenger not pre-schedule rides and then cancel them on a regular basis. This prohibits others the opportunity to utilize transportation during that time period. If this occurs, management will assess the passenger's eligibility status.

NO PAYMENT/REFUSE TO PAY CHARGES:

Anyone who refuses/or does not pay the fare charges may receive a temporary and/or permanent suspension.

SERVICE AREA:

KABS serves all of Kosciusko County. If you are unsure of your location's eligibility, please call to inquire.



MOBILITY DEVICE ASSISTANCE:

Passengers needing to utilize the lift system should inform the dispatcher when scheduling their ride. Assistance will be provided with the lift and mobility device securement. Therefore, if you require assistance above and beyond this you will need to arrange for personal assistance. If you inform the dispatcher of the need for a personal care attendant, the attendant can ride free of charge.

When your bus arrives:

- Indicate to the driver that you need to utilize the lift.
- Please let the driver know if you have never used the lift before.
- Stay back at least 6 feet from the door.
- Wait for the driver to tell you when it is safe to board the lift.
- Then move on to the platform. The driver will load you onto the lift facing away from the vehicle. This is done because it is the safest way to board and makes for easier maneuvering inside the bus.
- Once securely on the lift, firmly grasp the hand rail, located on each side, while the lift is in operation.
- The driver will assist you with securement once inside the bus.
- Please engage your brake system.

MEDICAL/MEDICAID TRANSPORTATION:

KABS provides transportation for Medicaid eligible passengers to medical appointments anywhere in the state of Indiana.

Prior authorization is required for each trip. Please provide KABS with the necessary information in order to process appropriate authorization

Rides must be scheduled at least 24 hours in advance for in county appointments and at least one week in advance for out of county appointments and will be pending driver/bus availability.

At time of scheduling you must know the address, time, and approximate length of appointment for out of county rides. Inform dispatch if personal assistance is riding with you.

Drivers will only wait up to 5 minutes when picking up a rider for an out-of-town Medicaid appointment. After 5 minutes, you will be counted as a no-go.

Medicaid transport is for medically approved purposes only. It does not permit trips to pharmacy, department stores, grocery stores or other non-medical stops.

NO-GO POLICY:

It will be considered a no-go if:

- You do not come to the bus within three minutes after it arrives to pick you up.
- You tell the driver you do not want the ride or wave the driver on.
- You do not call and cancel your ride at least one hour before you are to be picked up.
- You do not have the appropriate fare.

For each instance of a no-go the passenger is required to pay a fee of \$5.00 plus the appropriate fare.

You may appeal any no-go decision by contacting the KABS general manager.

KABS PASSENGER SAFETY RULES:

1. As long as seats are available passengers must be seated while the bus is in motion.
2. When boarding, passengers must wait on the curb until the bus comes to a complete stop.
3. Full slider windows are to be opened no more than half way.
4. Keep all body parts and personal property inside the bus.
5. Eating, drinking, and smoking are prohibited.
6. Running, fighting, and rough housing are prohibited.
7. Throwing objects in the bus or out of the bus is prohibited.
8. Profanity, illegal drugs, alcohol and threats of physical abuse are prohibited.
9. Passengers must refrain from loud noises that would disturb the driver or other passengers.
10. Playing personal music without the use of headphones is prohibited.
11. Passengers will be held liable for property damage done to KABS busses.
12. Driver is authorized to refuse to transport any item which may be a potential safety hazard.
13. No harassing/threatening KABS and/or Cardinal staff or the passengers.
14. Respect all KABS/Cardinal staff.
15. Obey the driver at all times.
16. No distracting the driver.

MISCONDUCT PROCEDURES:

In the event that an above passenger safety rule is violated, a bus conduct report will be filed with KABS. Staff, guardian, parent, or teacher will be notified (if applicable). Subsequent incidents will be dealt with on a case-by-case basis. Any and all violations could result in a temporary/permanent ride suspension.

COMPLAINT/APPEALS PROCESS:

Please call KABS and ask to speak with the general manager if customer service expectations are not met. KABS has a Customer Complaint Policy and Procedure that will be followed to ensure that each and every customer concern is addressed.

kristin.rude@cardinalservices.org

INCLEMENT WEATHER:

In the event that the weather becomes too dangerous for buses to be on the roads, the public transportation services may be canceled. Cancellations will be announced on WRSW (FM 107.3) or Q101 (FM 101.1) or KABS/Cardinal Services homepage:

www.cardinalservices.org

In the event that businesses or schools close after KABS has picked a passenger up and before that passenger has been delivered, the passenger may choose to return home at no additional charge at the earliest time possible.

During inclement weather it may delay the bus service. Please be patient during this time, safety is top priority and sometimes requires the driver to operate the vehicle at a slower speed.

SERVICE ANIMAL/PET POLICY:

Service animals are permitted to accompany individuals with disabilities. Please inform the dispatcher when you schedule your ride that a service animal will accompany the individual.

KABS will allow pets to be transported as long as they are in an appropriate pet carrier. Drivers are not permitted to carry the pet carrier on or off the bus.

PORTABLE OXYGEN TANKS:

Passengers are permitted to carry portable oxygen tanks on vehicles. It is the responsibility of the rider to assure that portable oxygen tanks are properly secured to prevent passenger injury.

DRIVERS/BUSES:

All KABS drivers have professional licensure and are specially trained to provide safe and effective public transportation. KABS takes very seriously the responsibility to provide all passengers with professional and expert service.

All buses are inspected each and every morning before they leave the garage. This is to ensure that all equipment is in working order. Every bus is equipped with heat and air conditioning.

OTHER GUIDELINES:

- KABS vehicles have a 15-minute window of arrival. If you schedule a ride for 8:00 am, that ride will arrive between 8:00 am and 8:15 am. If the ride arrives after 8:15 am, your ride is free. Please be watching for your ride for the entire 15-minute window.
- KABS provides curb-to-curb service. Drivers are not able to assist passengers from their location to the bus. The driver is able to provide assistance with the lift operation once the passenger has arrived at the bus. If you require further assistance, you should be accompanied by a personal care attendant.
- KABS is not a taxi cab; a schedule is maintained and service is provided on a first come, first serve basis.
- Drop off times are not guaranteed. If you need to ensure you are dropped off by a certain time, please make this clear to the dispatcher and he/she will work with you to schedule a ride that will likely accommodate your schedule. This may require you to arrive at your destination early.
- The sooner you call, the better your chance of getting a ride when you need one.
- To cancel a reservation, simply contact the dispatcher at least one hour prior to scheduled pick-up.
- To be considerate of all passengers' schedules, each passenger is only allowed as many packages as he or she can carry in one trip.
- KABS is unable to honor specific requests for the following preferences: drivers, seats, vehicles, routes. These will be selected based on scheduling assignment.
- One personal care attendant may ride with you at no additional cost, if you arrange this when you schedule your trip. Personal care attendants must get on and off with the passenger they are assisting.

- Children under age 8 must be accompanied by an adult. A maximum of 2 children under the age of 5 may ride with you for free. Additional children will pay full fare. State approved car seats are recommended for children 8 years of age and younger. KABS does not provide car seats.
- KABS is not responsible for lost, stolen or damaged articles.
- Riders must schedule their rides with the dispatch office only, not with drivers.

NOTES:

THANK YOU!

Thank you for choosing to
ride with KABS.

We appreciate the
confidence you place in us
to get you where you need
to go!

Kosciusko Area Bus Service
1804 E. Winona Ave.
Warsaw, IN 46580

Phone: (574) 267-4990

Toll Free: (866) 953-4490

Fax: (574) 371-1400

Your Public Transit Provider