



Public Passenger Guide

2024/2025

Contents

TITLE VI NOTICE TO THE PUBLIC	1
CONTACT INFORMATION:.....	2
FARE & FEE SCHEDULE:.....	3
OUT OF COUNTY TRANSPORTATION:.....	4
HOW TO SCHEDULE A RIDE:.....	5
CANCELLATION PROCESS:.....	5
NO PAYMENT/REFUSE TO PAY CHARGES:	6
SERVICE AREA:.....	6
MOBILITY DEVICE ASSISTANCE:	7
MEDICAL/MEDICAID TRANSPORTATION:.....	8
NO-GO POLICY:.....	8
KABS PASSENGER SAFETY RULES:	9
MISCONDUCT PROCEDURES:.....	10
COMPLAINT/APPEALS PROCESS:	10
INCLEMENT WEATHER:.....	10
SERVICE ANIMAL/PET POLICY:.....	11
PORTABLE OXYGEN TANKS:	11
DRIVERS/BUSES:.....	11
OTHER GUIDELINES:.....	12

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 inquiries.

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

Call for bus advertisements, concerns or issues, current employment opportunities, general inquiries, 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 the individual can 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 the KABS base in Warsaw and 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.

PAYMENT:

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

- Passengers can pay the 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 with cash or check at the KABS office.

Medical/Medicaid Transportation – see page 8.

OUT OF COUNTY TRANSPORTATION:

Out-of-county transportation is available, but the number of trips KABS can provide each day is limited. Rides must be scheduled with a 24-hour notice. Fees are based on a flat rate determined by round-trip mileage, with a maximum distance of 300 miles.

Fee Structure:

- Up to 80 miles: \$110.00
- 81-120 miles: \$150.00
- 121-160 miles: \$190.00
- 161-200 miles: \$230.00
- 201-300 miles: \$300.00

Rides with a wait time exceeding 2 hours will incur an additional charge of \$5.29 for every 0.5 hours. This will be billed after the service date.

PAYMENT:

- Payment is expected before service. Failure to pay will result in the cancellation of the ride.
- Passengers can pay with cash or check at the KABS office.
- Cancellations require a 24-hour notice.

Failure to pay any additional fees or cancel rides may result in the discontinuation of services.

HOW TO SCHEDULE A RIDE:

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

Passengers can:

- Request same-day transportation
- Pre-schedule rides for future dates
- Schedule a recurring reservation

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 the location and wait for passengers to run in and out. If errands are planned as such, you must schedule separate reservations and wait for the next bus to arrive.*

** Drivers are not permitted to deviate from their scheduled drop off's. If a passenger needs to adjust a ride all changes must be done through dispatch.*

CANCELLATION PROCESS:

To cancel a ride, please call dispatch at least 1 hour before the scheduled pick-up time.

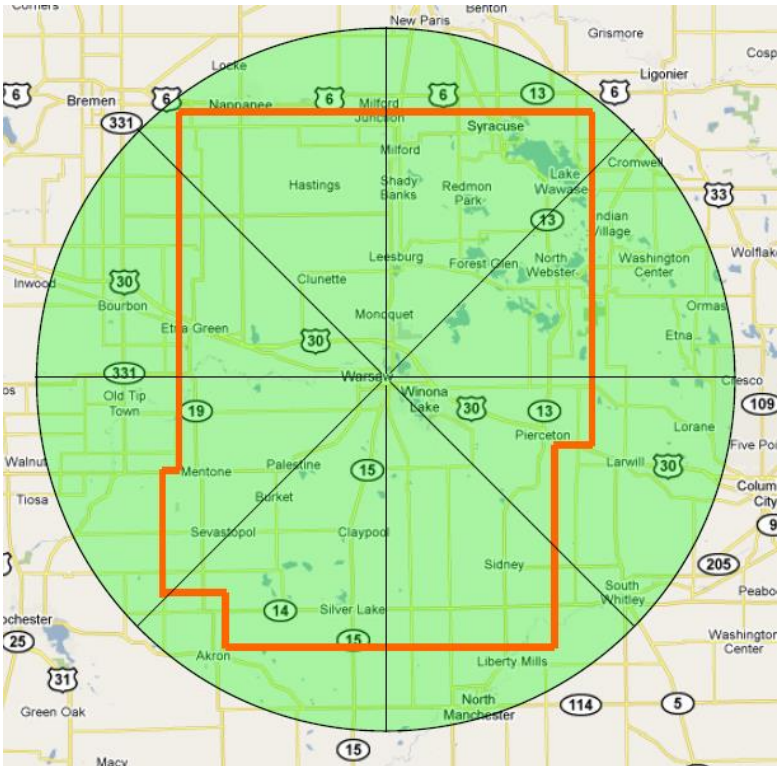
KABS requests that passengers refrain from pre-scheduling rides only to cancel them regularly. Frequent cancellations prevent other individuals from utilizing transportation. If this behavior persists, management will review the passenger's eligibility status.

NO PAYMENT/REFUSE TO PAY CHARGES:

Passengers who refuse to pay the fare or fail to pay may face temporary or permanent suspension of services.

SERVICE AREA:

KABS provides on-demand, services for 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 handrail, 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 to process the appropriate authorization.

Rides must be scheduled at least 24 hours in advance and will be pending driver/bus availability. At the 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 tips to pharmacies, 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 halfway.
4. Keep all body parts and personal property inside the bus.
5. Eating, drinking, and smoking are prohibited.
6. Running, fighting, and roughhousing 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 buses.
12. Driver is authorized to refuse to transport any item which may be a potential safety hazard.
13. No harassing/threatening KABS employees or passengers.
14. Respect all KABS employees.
15. Obey the driver at all times.
16. No distracting the driver.

MISCONDUCT PROCEDURES:

If an above passenger safety rule is violated, a bus conduct report will be filed with KABS. Staff, guardians, parents, or teachers will be notified (if applicable). Subsequent incidents will be dealt with on a case-by-case basis. Any 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 every customer concern is addressed.

kristin.rude@cardinalservices.org

INCLEMENT WEATHER:

If weather conditions become too dangerous for buses to operate, public transportation services may be canceled. Cancellations will be announced on WRSW (FM 107.3), Q101 (FM 101.1), and the KABS/Cardinal Services homepage:

www.cardinalservices.org.

If businesses or schools close after KABS has picked up a passenger and before their delivery, the passenger may choose to return home at no additional charge at the earliest possible time.

During inclement weather, bus service may be delayed. We appreciate your patience, as safety is our top priority. This may require drivers 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 ensure that portable oxygen tanks are properly secured to prevent passenger injury.

DRIVERS/BUSES:

All KABS drivers hold professional licenses and are specially trained to provide safe and effective public transportation. We take our responsibility to deliver professional and expert service to all passengers very seriously.

Each bus is inspected every morning before leaving the garage to ensure that all equipment is in working order. Additionally, every bus is equipped with heating and air conditioning for passenger comfort.

OTHER GUIDELINES:

- **Arrival Window:** KABS vehicles have a 15-minute arrival window. For example, if you schedule a ride for 8:00 AM, it will arrive between 8:00 AM and 8:15 AM. If the ride arrives after 8:15 AM. Please be prepared and watch for your ride during the entire 15-minute window.
- **Curb-to-Curb Service:** KABS provides curb-to-curb service. Drivers cannot assist passengers from their location to the bus but can assist with lift operations once the passenger has arrived at the bus. If you require additional assistance, please be accompanied by a personal care attendant.
- **Scheduling:** KABS is not a taxi service; we maintain a schedule and operate on a first-come, first-served basis. Riders must schedule their rides with the dispatch office only, not with drivers.
- **Drop-Off Times:** Drop-off times are not guaranteed. If you need to arrive by a specific time, please inform the dispatcher, who will work with you to schedule a ride that accommodates your needs. This may require arriving at your destination early.
- **Advance Booking:** The sooner you call, the better your chances of securing a ride when you need one.
- **Packages:** To be considerate of all passengers' schedules, each passenger may carry only as many packages as they can manage in one trip.
- **Driver and Vehicle Preferences:** KABS is unable to honor specific requests for drivers, seats, vehicles, or routes. These will be assigned based on schedule.
- **Personal Care Attendant:** One personal care attendant may ride with you at no additional cost if arranged when you schedule your trip. Personal care attendants must board and disembark with the passenger they are assisting.

- **Children's Policy:** Children under age 8 must be accompanied by an adult. A maximum of two children under age 5 may ride for free; additional children will pay the full fare. All children under age 8 must be properly restrained in a child safety seat or booster seat according to state law. KABS does not provide car seats.
- **Lost or Damaged Items:** KABS is not responsible for lost, stolen, or damaged items.

NOTES:

THANK YOU!

Thank you for choosing to ride with KABS.

We appreciate the trust 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) 371-1313

Your Public Transit Provider

