

### SERVICE/SERVICE AREA

Fulton County Transpo provides demand response, curb-to-curb 24 hours preferred advance reservation public transportation service within Fulton County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

All of Fulton County Transpo operates as shared-ride service, so it is common that passengers will be on-board the vehicle with others who are traveling at the same time and in the same direction.

### SERVICE HOURS

**MONDAY - FRIDAY: 7:00 A.M.-5:00 P.M.**

### HOLIDAYS

*Closed on the following holidays:*

*New Years Day, MLK Jr. Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Day*

### ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. Fulton County Transpo also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

### ADA / REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify Fulton County Transpo of the request when making a reservation. For more information regarding the reasonable modification policy or how to file an ADA or Reasonable Modification complaint, please contact Fulton County Transpo at 574-223-4213. Attempts will be made to honor all reasonable modification requests.

### TRANSPORTATION OF CHILDREN

Children 3 yrs. old and under ride for free, but **MUST** be accompanied by an adult. Car and booster seats are the responsibility of the parent or guardian. Fulton County Transpo Operators are not responsible for securing them. This responsibility is left to the parent/guardian of the child.

### FARES

Seniors 60 and older: Donations *only*

Under 60 years of age: (\$2 in the city & \$4 in the county)

We provide out of county transportation (fares based on mileage and wait time)

Medical transportation (based on mileage and /or Insurance coverage)

You must have exact fare or a ticket. **DRIVERS DO NOT MAKE CHANGE**

*Tickets may be purchased from a driver or at the Transpo office located at 625 Pontiac St, Rochester, IN*

*City tickets are \$20.00 with 2 free rides.  
County tickets are \$40.00 with 2 free rides.*

### SERVICE ANIMALS

Fulton County Transpo welcomes service animals. 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 pet carrier.

### TITLE VI

Fulton County Transpo 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 or for more information on the civil rights program, or the procedures to file a complaint, contact 574-223-6953, email [title.vi.at.fccoa@rtcol.com](mailto:title.vi.at.fccoa@rtcol.com) or visit our administrative office at 625 Pontiac Street, Rochester, Indiana 46975. For more information, visit [www.fultoncountycommunitycenter.com](http://www.fultoncountycommunitycenter.com). Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

**FULTON COUNTY TRANSPO**  
**574-223-4213**

### Mission Statement:

*It is our mission to provide safe, reliable, affordable and efficient public transportation in the Rochester, Fulton County area*



**Phone 574-223-4213**

**Fax 574-223-4962**

**Indiana Relay Service Dial 711 or**

**TTY (800)111-1111**

**(For the Hearing Impaired)**

**625 Pontiac Street**

**Rochester, IN 46975**

[www.fultoncountycommunitycenter.com](http://www.fultoncountycommunitycenter.com)

**SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, Indiana Department of Transportation, Area Five Agency, United Way, City of Rochester, and Fulton County**

### TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis. Trip reservations are preferred 24 hours in advance of requested pick up time.

To schedule trips passengers must call 574-223-4213 between 7:00 am - 5:00 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Passengers may be asked to include the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Home Address

Hearing impaired persons can call the Indiana Relay Service at 711 or (800) 409-6503 for assistance in scheduling trips.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as use of a walker or a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

### **PICK UP WINDOW**

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

### **CANCELLATIONS AND NO SHOWS**

It is important that if you don't need your trip that you cancel at least 1 hour prior to your scheduled pickup time. Cancellations can be left on our voicemail 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 Fulton County Transpo at 574-223-4213 and asking to speak to the Transportation Manager.

### **SAFETY**

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

### **RIDER COURTESY**

We are a shared ride service. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke or chew tobacco, play loud music, engage

in loud conversation, curse, or touch or disturb others on the bus.

### **PROHIBITED ACTIVITIES**

Illegal acts, threats or acts of physical violence will not be tolerated. Fulton County Transpo will contact law enforcement for assistance in threatening situations.

Any rider who poses a "direct threat" to the health or safety of others will be denied service.

### **OTHER RESTRICTIONS**

- \* Items large enough to block aisle way; emergency exits
- \* Garbage, recycled material, aluminum cans
- \* Flammable materials such as gasoline, oils, etc.
- \* Shopping carts of any kind
- \* Lawn mowers, weed eaters, bicycles
- \* No profanity / intimidation / fighting
- \* No opened food or drink on the buses
- \* No illegal drugs on any vehicle

*Any violation of these rules can call for immediate removal from vehicle as well as suspension of services*

### **ASSISTANCE**

Our service is provided from the curb at your pick-up point to the curb at your destination.

\*See Reasonable Modification Policy Section  
The driver may assist you to and from the door when boarding or leaving the bus, but is not permitted to enter a residence or building.

**An escort or personal care attendant may accompany you at no charge.**

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, Fulton County Transpo requests that passengers not take advantage of this courtesy or of drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. The following fares will be applied to all passengers and their packages:

**Grocery bags:** 3 normal sized grocery bags per person at no additional charge. Anything after 3 normal sized grocery bags is \$1 per bag.

### **WEATHER CLOSINGS AND CANCELLATIONS**

All closings and cancellations will be announced on WROI FM 92.1, WNDU Channel 16, our Fulton County Council on Aging Facebook page and our website at [www.fultoncountycommunitycenter.com](http://www.fultoncountycommunitycenter.com)

### **GENERAL COMPLAINTS**

If you would like to contact Fulton County Transpo to file a general passenger complaint that is not related to Title VI Protections, please contact Transpo Office at 574-223-4212. Or email to [fcco@rtcol.com](mailto:fcco@rtcol.com)

### **THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST**

### **GENERAL INFORMATION**

The Fulton County Council on Aging was established in 1974. This non-profit agency strives to encourage independence and improve the quality of life for the senior citizens of Fulton County.

The Fulton County Council on Aging operates Fulton County Transpo which provides public transportation to anyone, anywhere in Fulton County, and also provides out-of-county transportation for Medicaid or private pay trips.

Our drivers are trained and certified in Passenger Assistance Techniques, CPR, first aid, blood-borne pathogens, and defensive driving. They are friendly, courteous, trained professionals.

For questions or more information not found in this brochure, please contact our Transportation Supervisor at 574-223-4213.

**Transpo Hours of Operation**  
**7:00am to 5:00pm**  
**Monday thru Friday**