

FARES

Within Center Township General Public

\$3.00 round trip
\$1.00 per additional crossed township each way.
\$.50 per additional stop.
Our drivers are not allowed to make changes.

We have a Fare tickets available for purchase from driver at the cost of \$10.00 (value is \$12.00).

Checks or cash are the only forms of payment accepted at this time.

MEDICAID CLIENTS

Call the customer service numbers on the back of your cards.
Please tell them Community Services of Starke County is your preferred company.

OUT-OF-COUNTY TRIPS

\$.30 per mile round trip (Medical)
\$.50 per mile round (Non-Medical if you are going one way or if we need to leave you and come back.)
\$10.00 per hour waiting time after the first hour
Personal care Attendants, no charge with accompanying client in need.

Community Services of Starke County, Inc.

SERVICE DAYS AND HOURS

Monday-Friday
8:00 a.m. – 4:00 p.m.
Closed Evenings & Weekends
Closings due to weather or other emergencies, and will be announced on the radio at WKVI or via our Facebook page, Starke County Community Services.

Closed on These Holidays

New Year’s Day * Martin Luther King Day * President’s Day * Good Friday * Memorial Day * Fourth of July * Labor Day * Veteran’s Day * Thanksgiving Day * Day after Thanksgiving * Christmas Eve * Christmas Day*

Rider information is available in alternative formats. We would be happy to provide you with rider information in any language. Just ask your driver or the transportation coordinator.

Title VI

Community Services complies with Title VI of the Civil Rights Act. All services are provided without regard to age, national origin, sex, religion, disability, or gender identity. Title VI Complaint Forms can be accessed online at

www.communityservicesofstarkecounty.org or email jrogers@starkecs.com or phone Janet Rogers at 574-772-7070

Community Services of Starke County, Inc.

Arrowhead

Public Transit

Serving Starke County since 1977

**Rider’s Guide
“Curb to Curb”
Transportation**

311 E. Culver Road
Knox, IN 46534
574-772-7070
TTY: 800-743-3333
Compliant/EOE

Transportation Hours
Monday thru Friday
8:00 a.m. – 4:00 p.m.



MISSION

To provide services to ALL STARKE COUNTY so they may maintain their independence in their own homes.

We provide curb-to-curb accessibility to the general public of all ages for trips to the doctor, dentist, senior center, social service agencies, food pantry, general shopping, etc. Wheelchair lifts are available.

RESERVATIONS

To schedule a ride, call the Transportation Office at 574-772-7070 Monday through Friday between the hours of 8:00 a.m. and 4:00 p. m. A 24-hour notice would be appreciated. Please try to make your appointment within our hours. If something special is needed, please call and we will try and work with you.

INFORMATION REQUIRED AT RESERVATION

- First and Last Name.
 - Address and phone number of pick-up location.
 - Requested date, arrival time, and departure time.
 - Prior notification if lift is required to board the vehicle.
 - Prior notification if you will be traveling with a personal care attendant or service/comfort animal.
- ### RIDER RESPONSIBILITIES
- Be ready 30 minutes before pick-up time.
 - Watch for the bus.

- Call to cancel at least one hour in advance.
- To not eat, drink, or litter in the vehicle.
- To not smoke in vehicle.
- To treat driver and other riders with respect.
- To schedule rides which you intend to use.
- To pay your fare for each trip.
- To bring only as many bags as you can reasonably carry.
- To report any safety or security issues to the driver.
- Provide a 2-week notice for out-of-county trips.
- To leash or cage any animal(s).
- To practice good hygiene and wear protective garments as needed.
- Indiana Law states that drivers and passengers must wear seatbelts at all times.

NOTE: This agency reserves the right to ensure passenger and staff safety.

We have consequences for unsafe or abusive misconduct in our policy.

“No-show clients will have to call the office to verify any trips scheduled before we will dispatch a vehicle. We reserve the right to bill for “no-shows”.

If your service has been suspended, you will need to reschedule your reservation.

DRIVERS ARE NOT PERMITTED TO

- Enter client homes.
- Help wheelchairs up or down steps.
- Perform any personal care assistance.
- Make unauthorized stops.
- Accept tips or gratuities.
- Park where it is unsafe to back up or turn around.

DRIVER'S RESPONSIBILITIES

- To deliver you from your pick-up location to your destination.
- To deploy lift upon request.
- To push wheelchair if needed on and off wheelchair ramp.
- To provide gentle assistance to you.
- To treat clients with dignity and respect.

SAFETY OR SECURITY ISSUES

Please report any suspicious activity to your driver immediately or contact dispatch at 574-772-7070. Drivers will immediately notify management who will be responsible for corrective action.