

Sources of Funds / Supporters

The services offered by the LaGrange County Council on Aging are made possible because of various funding sources. Federal and State dollars are assigned through agreements with Aging and In Home Services of Northeast Indiana under IIIB grant. INDOT provides financial assistance for capital purchases through section 5311 with a requirement for local matches. Section 5311 provides funds for operations for the public/rural transportation programs. In addition, the LaGrange County Commissioners provide financial assistance for transportation. Other local organizations provide financial support to the LaGrange County council on Aging. Grants and funds have been donated by LaGrange County Community Foundation, Crossroads United Way, many local churches, businesses and individuals.



P.O. Box 107, 410 E Central Avenue
LaGrange, IN 46761
260-463-4161

or Relay Indiana for Hearing Impaired 1-800-743-3333
Interpreter Services Are Available
Email: questions or concerns to Cheri Perkins
cperkins@lagrangecoa.org



LAGRANGE COUNTY AREA TRANSIT
"Your Public Transportation Provider"

We would like to welcome you to the LaGrange County Area Transportation Program. Throughout this guide you will find helpful information regarding transportation, companions, trip information, cancellations, guidelines and Medicaid trips.

Service Area

The LaGrange County Area Transit service is available anywhere throughout LaGrange County and outside of the county within an approximate 60 mile radius. Normal hours of operation are 5-5, but we will make exceptions for medical and recurring trips.

History / Mission/Vision

The LaGrange County Council on Aging is a not-for-profit agency that was established in 1975. Our mission is to be a provider and resource for services that improve the quality of life for older adults of LaGrange County. Our goal is to service people and enable them to retain their independence, including providing safe and reliable public transportation. Services are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry. Vision: The LaGrange County Council on Aging's vision is to enrich the quality of life for every LaGrange County senior citizen by serving as a leader and catalyst for programs, education, and services that foster independence.

Attention: Vehicles may be equipped with on board video surveillance camera systems for recording audio and video of vehicle's interior, exterior and surroundings. Audio and video may be recorded only to promote a safe environment; to protect riders, operators and employees from false claims; to resolve conflicts and to resolve conflicts. Review of video is restricted to authorized personnel and law enforcement and to those who have a legitimate security interest and have been granted permission from authorized personnel.

Making a Reservation

Call LaGrange County Council on Aging at 260-463-4161 between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday. Reservations should be made at least 48 hours in advance if possible for in county trips and 5 days for out of the county trips! This advance notice does not guarantee availability, but does make it more likely. Please call as soon as you know that you will need transportation to an appointment. Several weeks notice is wonderful and often essential especially for out of town trips. Transportation can be arranged day of when available.

LaGrange County Area Transit operates on a demand-responsive system, which means all reservations are made on a first come first serve basis. Please mention all needed stops at the time of scheduling, and all passengers. Requests for any unscheduled stops are usually difficult to work in. Such an exception might be to fill a prescription following a visit to the doctors office. We do our best to be accommodating, but on some days, it may be very difficult. If there are no openings for the time requested you may be offered an alternate time, as close as possible to the original request.

Please be ready to provide:

- Your Name, Pickup address, & Phone number
 - Time of your scheduled appointment (please do not guess)
 - Destination (address & phone number required)
 - Time you want to be picked up for return trip
 - If mobility device or wheelchair will be used
 - Whether anyone else will be riding with you
- All new riders, must provide information to be entered in our system.

Personal Care Attendants: should accompany a rider if necessary. The agency has the right to request an aide if they believe the client needs assistance. You must inform the coordinator when scheduling transportation if an aid will be present.

ADA/REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification should notify LCAT of the request when making a reservation. For more information regarding the reasonable modification policy or how to file reasonable modification complaint, please contact LCAT at (260) 463-4161. Attempts will be made to honor all reasonable modification requests.

www.lagrangecoa.org

To Schedule call: 260-463-4161

Like us on Facebook



Service Animals: Guide dogs and other service animals are allowed to accompany you if this need is indicated in your customer file. The animal must be leashed or harnessed the entire trip. The animal must not pose a threat to any passenger or the van operator. The animal shall not block or in any way obstruct aisles or doorways.

Clients Transported w/ Oxygen: The ADA provides that transportation service must be provided to a rider who needs to bring along an oxygen bottle. For safety reasons the oxygen bottle must be secure. We do have oxygen securements available upon request at scheduling.

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. The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist in seatbelts if needed. However LCAT public transit requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed. Also, riders are requested to limit carry-on bags to what you can handle. Carry-on bags cannot block isles or exits.

RIDER COURTESY

Our service is shared ride. 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.

OTHER RESTRICTIONS

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

PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. LaGrange County Area Transit 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.

How do I change or cancel a reservation?

If you must cancel an appointment or scheduled pick up, please give the office a call as soon as possible. 48 business hours advanced notice is strongly suggested, when possible. The schedules are printed by 2:00 p.m. for the following day, please keep this in mind if changes need to be made for the following day. PLEASE do not wait until the van arrives at your door to cancel the trip. (You may be responsible for the scheduled fee associated with your trip. We understand emergency's can arrive, for those situations after hours, you may call the office @ 260-463-4161 and an afterhours number will be available.

LaGrange County Council on Aging Client Termination/Appeal Process:

The LaGrange County Council on Aging reserves the right to terminate any client and/or deny service to any potential or current client who willfully disregards the guidelines set up for the program which serves them. Such behavior may include, but not limited to the following:

- Sexual harassment or misconduct of any kind toward an employee or client.
 - Continuous pattern of missed appointments, especially when no notification is given to an employee of the Council on Aging office.
- Due to the cost and inconvenience a no show causes, you may be responsible for paying for the trip. If a no show does happen all trips for that day will be cancelled.
- If you are recorded as a No Show for 20% or more of your scheduled trips within a 60 day period your services may be suspended for 10 days.
 - In the event that services are terminated, the client is given the opportunity to appeal this decision to the Council on Aging administration.

Note: Cautionary contact will be made by phone or in person. Actual termination will be done in writing within seven (7) days of non-compliance of verbal warning. *LaGrange County Area Transit welcomes comments, please call the Executive Director for complaints or compliment's call 260-463-4161*

MEDICAID TRANSPORTATION

The Council on Aging is a Medicaid transportation provider. We are contracted with Verida, Welltrans and LCP. In order to provide Medicaid transportation we must first receive the trip from your Medicaid provider. After you call your Medicaid, please call us and give us the confirmation trip. The driver will have a verification sheet for you to sign. *Medicaid will only cover Medical trips. Medicaid passengers are required to have preap-*

FEES

Senior In County Suggested Donations

Local trips in LaGrange \$6.00

Shipshewana, Topeka, Wolcottville, etc.
\$12.00

These are suggested amounts and every little bit helps. Senior Citizens will not be denied service due to the inability to pay.

Public Transportation Rates for those under 60

Local trips 0 – 4 \$4.00 each way

Local trips 5—9 miles \$7.00 each way

Local trips 10—15 miles \$10 each way

Local trips 16—20 miles \$12 each way

Out of County Transportation

Outside of the county for any reason will be \$1.25 per mile. You will be given the total when scheduling your trip.

One attendant will be allowed to accompany on trip at n/c. when it is necessary to have an assistant.

Fees must be paid at time of service unless prior arrangements have been made. Please have proper change as the driver is not allowed to make change.

Please keep in mind that we try to run on time and try to accommodate your schedule requests, but sometimes it is necessary that we alter your pick up time within 10 mins.

Please be ready at least 10 mins. Before your scheduled time to insure we can service as many people as possible.

In the winter if your driveway is not plowed and the driver thinks he will risk getting stuck, they have been instructed to not attempt to pull in the driveway. They will wait at the end of your driveway to pick you up.

Public Notice of Rights Under Title VI of the Civil Rights Act of 1964 for LaGrange County Council on Aging/LCAT LaGrange County Council

on Aging/LCAT operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the LaGrange County Council on Aging/LCAT. For more information on LaGrange County Council on Aging/LCAT's civil rights plan and the procedures to file a complaint contact Cheri Perkins, 260-463-161 or 800-743-3333 for TTY. Or visit our office @ 410 E Central Ave, LaGrange, IN for more information. Information is available at lagrangecoa.org. You may file directly with the FTA 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 info is needed in another language please contact Cheri Perkins at 260-463-4161 or at the LaGrange County Council on Aging office or website as listed above. **(Brochure available in alternative format upon request)**

WEATHER CLOSINGS & CANCELLATIONS

All closings and cancellations will be announced on 105.5 as well as our voicemail, COA Facebook page and our website, lagrangecoa.org.

Holidays: We are closed for major holiday's, please check the scheduled closing lists to verify days.