

Public Transportation for Everyone!



Serving Dearborn,
Ohio, Ripley, Decatur,
Jefferson & Switzerland
Counties

Call to schedule a ride up to
7 days in advance of the date of travel

800-330-7603
OR
812-432-3960

www.car.lifetime-resources.org



Wheelchair Accessible
Vehicles Available



How to Catch a Ride

To schedule a ride, call:
800-330-7603 or **812-432-3960**
Call Center Hours: Monday-Friday 7am-5pm

New Clients are required to provide the following information:

- Name
- Address
- Phone Number
- Date of Birth
- Special transportation needs (wheelchair, walker, etc.)
- Whether a personal care attendant is required

All Clients are required to provide the following information:

- Pick Up Address
- Drop Off Address
- Date of Service
- Requested Time*

*If it is not possible for *Catch-A-Ride* to accommodate your ride at the requested time, you may be offered an alternate time.

Fares

General Fares	0-5 Miles	6+ Miles
Standard	\$1.50	Additional \$0.25/mi
Reduced*	\$1.00	Additional \$0.25/mi
Subscription**	\$3.50	Additional \$0.25/mi
Group Fares	0-10 Miles	11+ Miles
Group Rate [Standard]	\$1.50	Additional \$0.25/mi
Group Rate [Reduced]*	\$1.00	Additional \$0.25/mi

*Available to older adults (60+), children up to 13 years of age, & persons with a permanent disability

**Subject to availability

Hours of Operation

Monday - Friday

6am to 6pm

Service to the Greater Cincinnati Area available on Wednesdays only.

Cancellation Policy

Call **800-330-7603** or **812-432-3960** at least **2 hours prior** to your scheduled pick up time. If calling after hours, please leave a message on our cancellation line. You must provide the following information:

- Name
- Date, location & time of ride(s) to cancel (Pick Up and/or Return)

Failure to cancel at least 2 hours in advance or not being present for your pick up will result in a No Show. Frequent No Shows (5 or more and at least 10% of the total trips scheduled in a given month) and frequent Cancellations (7 or more and at least 20% of the total trips scheduled in a given month) that are Within Rider Control or Unknown will be monitored on a rolling 12-month basis, and may result in a suspension of service. Alternatively, passengers have the option to pay for missed trips at the appropriate fare to avoid suspension.

Medicaid

Catch-A-Ride is a Medicaid provider. Co-payments may apply.

Services Offered

Catch-A-Ride provides public transportation, with no restrictions on eligibility or trip purpose. It offers shared rides and origin-to-destination services where drivers will offer a helping hand to individuals as they board and exit the vehicle as well as ensuring that they reach their destination safely.

Catch-A-Ride is unable to provide personal care attendants; however, clients are permitted to have a personal care attendant ride along with them free of charge, provided they have an approved application on file.

Passengers under 13 years of age must be accompanied by an adult or have an approved consent form for *Catch-A-Ride* to transport to/from school only.

Passengers with portable oxygen tanks and service animals are welcome.

Demand Response

Rides are scheduled within the service area up to 7 days in advance on a first-come-first-serve basis. Available in all areas.

Point Deviation

Vehicles travel in an established directional pattern with designated check point times and locations where clients can “walk-on” without pre-scheduling a trip. Available in Madison only. See Madison brochure for more details.

Rules of the Road

- Exact change required when boarding
- No smoking
- No open drinks or food
- Seatbelts must be worn at all times
- Riders must furnish and secure child restraint systems that meet federal safety standards
- Stay seated while vehicle is moving
- No profane language
- Passengers are permitted to bring items on board that they are able to carry in one trip and can secure either in their seat, at their feet and clear of the aisle way, or in the seat next to them (if available)

Holiday Schedule

Catch-A-Ride does not operate on the following holidays:

New Year's Day
President's Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day & the day following
Christmas
Christmas Eve or the day following as determined annually

Weather

Catch-A-Ride will suspend operation if road conditions are deemed unsafe.

Customer Tips

- Rides may be scheduled up to 7 days in advance.
- Delays due to traffic or inclement weather may be possible.
- Please be ready 10 minutes prior your scheduled pickup time, as drivers may arrive up to ten minutes early and are only permitted to wait 5 minutes from that time.
- If your ride has not arrived 10 minutes after your scheduled pickup time, please call [800-330-7603](tel:800-330-7603) or [812-432-3960](tel:812-432-3960).

Funding Sources

Services are funded in part with Federal and State funds, including funds through the Indiana Family and Social Services Administration and the Indiana Department of Transportation. Funding is also supported through local governments, foundation grants, the United Way, and private donations. *LifeTime Resources, Inc. dba Catch-A-Ride* is a not-for-profit agency.

All services are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry (in accordance with Title VI of the Civil Rights Act of 1964) and available to individuals of all incomes. This material and information on our non-discrimination obligations is available in alternate format upon request by calling [800-330-7603](tel:800-330-7603). TTY/TDD [800-743-3333](tel:800-743-3333). Persons who believe they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the CAR Director. Fares and policies may be subject to change. Please call [800-330-7603](tel:800-330-7603) for latest information. Updated January 2018.

Comments or Complaints?

Call [800-330-7603](tel:800-330-7603)