

Public Transportation for Everyone!



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

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

800-330-7603
or
TTY: 800-743-3333
(for the hearing impaired)

www.lifetime-resources.org/catch-a-ride



Wheelchair Accessible
Vehicles Available



Updated December 2021

Service Description

Catch-A-Ride provides demand response public transportation service, with no restrictions on eligibility or trip purpose (medical, shopping, work, visiting a friend, etc.). Rides may be scheduled up to 30 days in advance and approximate pickup times are provided on a first-come-first-serve basis.

Drivers are trained in passenger assistance and will offer a helping hand to individuals as they board and exit the vehicle as well as ensuring that wheelchairs or other assistive devices are secured. Drivers provide origin-to-destination service and are not permitted to enter a residence or building.

As this is a shared-ride service, it is common for passengers to be on board the vehicle with others who are traveling at the same time. Passengers under 16 years of age must be accompanied by an adult.

Passengers with portable oxygen tanks, wheelchairs, mobility aids (walkers, crutches, canes, etc.) and service animals are welcome.

Fares

| General Fares | 0-5 Miles | 6+ Miles |
|------------------|------------|-------------|
| Standard | \$2.00 | \$0.25/mile |
| Reduced* | \$1.00 | \$0.25/mile |
| Subscription** | \$3.50 | \$0.25/mile |
| Group Fares (3+) | 0-10 Miles | 11+ Miles |
| Standard | \$2.00 | \$0.25/mile |
| Reduced* | \$1.00 | \$0.25/mile |

*Available to older adults (60+), individuals with a permanent disability, and children (under 16) who must also be accompanied by an adult.

**Subject to availability

Hours of Operation

Monday - Friday
6am to 6pm

Service to the Greater Cincinnati Area
available on Wednesdays only.

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.)

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.

Medical Transportation

Catch-A-Ride is a Medicaid/Managed Care provider. Ask us if you qualify and how to book a ride.

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)
- Reason for cancellation (optional)

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.

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. Drivers are not permitted to assist with securing child restraints.
- 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)

Customer Tips

- Delays due to traffic or inclement weather may be possible.
- Please be ready 10 minutes prior your scheduled pickup time. Drivers may arrive up to 10 minutes early and are only permitted to wait 5 minutes.
- If your ride has not arrived 10 minutes after your scheduled pickup time, please call **800-330-7603** or **812-432-3960**.
- Any passenger who poses a "direct threat" to the health or safety of themselves or others may be denied service.

Holiday Schedule

Catch-A-Ride is closed on:

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 operations if road conditions are deemed unsafe.

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, the United Fund, and private donations. *LifeTime Resources, Inc.* dba *Catch-A-Ride* is a not-for-profit agency.

Reasonable Accommodation

Individuals needing a service accommodation or modification must notify *Catch-A-Ride* when scheduling trips. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact the *Catch-A-Ride* Director, Michelle Guidice, at 800-330-7603. Attempts will be made to honor all reasonable modification requests.

Title VI

Catch-A-Ride operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with *Catch-A-Ride*. For more information on *Catch-A-Ride's* civil rights program and the procedures to file a complaint, please contact Michelle Guidice, *Catch-A-Ride* Director at 800-330-7603; email mguidice@lifetime-resources.org or visit our administrative office at 13091 Benedict Drive, Dillsboro, IN 47018 from 8a – 4:30p, Mon-Fri. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. If information is needed in another language, please contact 800-330-7603

Comments or Complaints?

Call 800-330-7603

Additional Information

Fares and policies may be subject to change. Please call 800-330-7603 to request the latest information.