



WASHINGTON TOWNSHIP TRANSIT

RIDER GUIDE

WTT provides shared-ride transportation to destinations in Hendricks County. The program is a partnership between Washington Township and Hendricks County Senior Services for the benefit of residents of Washington Township.



washingtontownshipindiana.org/township-transit



Table of Contents



- 1 [Scheduling A Ride](#)
- 2 [Riding In The Van](#)
- 3 [No Show/Cancellations](#)
- 4 [Attendants & Service Animals](#)
- 5 [Important Reminders & Conduct](#)
- 6 [Contact Us/Feedback](#)

Hours of Service

8:00am - 5:00pm | Monday-Friday

Scheduling A Ride

Rides may be scheduled up to four weeks in advance. The vehicle is wheelchair accessible. During business hours, voicemail is checked frequently. Leave a message when calling to schedule a ride. You will receive a phone call to confirm that your ride is scheduled.

To reserve a ride:

- **Call 317-741-0002**
- **Office Hours: Monday-Friday from 8:00am to 4:00pm**
- **WTT does NOT operate on weekends or observed holidays**

You will need to provide the following information to schedule a ride:

- **Your name, address, and phone number;**
- **Demographic information (for reporting purposes only);**
- **Name and address of where you need to go;**
- **Whether or not an attendant will accompany you;**
- **Time you need to be at your destination; and**
- **Time you need to be picked up from your destination.**

Fare

The fare is \$5 per person whether you schedule a one-way or round trip. The fare must be paid at the time of pick-up (cash or check). Drivers cannot make change. Children must be accompanied by an adult. There is no charge for an attendant to accompany a rider.

Riding The Van



Please be ready to board at the time of your reservation. The driver can wait only five minutes past your pick-up time. The driver will wait at the curb or in a driveway. The driver is not permitted to enter your home. Upon request, the driver will assist (escort) you from the main entrance door of the pick-up location to the main entrance door of the destination.

If the vehicle has not arrived after 15 minutes from your scheduled pick up time, call 317-741-0002.

The driver will ask you to fasten your seat belt. If you are in a wheelchair or other mobility device, it will need to be secured in order to prevent movement while the vehicle is in operation.

Eating, drinking, smoking, vaping, and using smokeless tobacco products are prohibited in the van.

Infants and children who are four or younger and weighing less than 40 pounds must be in an approved child safety seat while being transported (an approved seat is one that meets federal safety standards).

The child safety seat will be secured in accordance with the manufacturer's instructions. The passenger must furnish the child restraint system and secure it; drivers are not permitted to secure the child restraint system



Cancellation Policy



If your plans change and you no longer need your ride, please call us to cancel your reservation as soon as possible, or at least two hours prior to pick-up. Please leave a message if the voicemail picks up during regular business hours. Voicemail is checked frequently.

A **"No Show"** is when a driver arrives for a scheduled pick-up and you do not show up within the five-minute wait time, or you cancel at the door. Passengers with a "No Show" will be required to pay for the trip before any future rides can be provided.

You will be charged as a "No Show" if you cancel your ride less than one hour before the scheduled pick-up.

Three "No Shows" within a 60-day period will result in a 30-day suspension from the service. Suspensions will not be imposed for circumstances beyond a passenger's control, such as a personal emergency, sudden or worsening illness, or late arrival of the WTT vehicle.

In the case of a suspension, passengers will receive a letter that includes the dates of any cancellations along with an appeal form. It also provides the date the suspension will begin. Passengers have 14 days after the date of the letter to appeal a suspension. If no appeal is made within 14 days, the suspension will begin on the date specified in the letter.

Excessive cancellations (six or more canceled reservations in a 30-day period) will result in suspension from the service for a 30-day period.





Portable Oxygen Supply

Respirators and portable oxygen units are permitted.
Units must be able to be secured.

Personal Care Attendants

A personal care attendant is welcome to accompany a passenger at no charge. To ensure adequate seating, inform us about the attendant when making your reservation.

Animals

Service animals are permitted to accompany passengers with disabilities.
Pets are not permitted.



Important Reminders

In order to ensure that the vehicle will be on time for other passengers, the driver cannot make unscheduled stops. Because WTT is a shared-ride service, the driver may be picking up or dropping off other passengers before reaching your destination.

Traffic, severe weather, or other unexpected conditions may cause delays in pick-up and drop-off times. Services may be canceled in cases of severe weather/dangerous road conditions.

Smoking, vaping, or using smokeless tobacco is not permitted.

Service is provided without regard to race, color, national origin, sex, or any other protected class.

Unsafe or Abusive Conduct

Passengers may be temporarily or permanently suspended from using WTT if they engage in unsafe or abusive conduct. Unsafe conduct is any act that creates the potential for injury or other risk to any passenger, driver, or the general public. Abusive conduct is any disruptive or intrusive act toward any passenger, driver, office staff, or the general public.



Call us and ask to speak with the Director of Transportation if customer service expectations are not met. We accept positive ideas for improvement as well.

This material is available in an alternate format upon request.

Contact Us



317-741-0002



www.hcseniors.org

Hendricks County Senior Services
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Danville, IN 46122

