

RIDER GUIDE



LifeStream
For the young at heart.®

Who We Are

LifeStream Services is an Area Agency on Aging and East Central Indiana's Aging and Disability Resource Center. LifeStream provides programs and services to help older adults and people with disabilities remain independent and active in their homes and communities.

Our Mission

Provide the right information, resources, and support for improving quality of life and maintaining independence for older adults and those with disabilities.

Office Locations

Headquarters

1701 Pilgrim Blvd.
Yorktown, IN 47396

Anderson

1 Plaza Dr. Suite. 6
Pendleton, IN 46064

Richmond

2404 W. National Rd.
Richmond, IN 47374

Connect With Us



800-589-1121



@lifestreamservices



lifestreaminc.org

lifestreaminc.org

Ride on The New InterUrban

HOURS OF OPERATION

8:00am to 5:00pm

ELIGIBILITY

LifeStream's New InterUrban is open to people of all ages. The Senior Rides program operates in Delaware and Grant counties and is reserved for those over the age of 60.

Transit services provided through the New InterUrban rural transit system is restricted to rural areas only. All trips provided through this system must originate and end within rural areas. If you have any questions about whether a trip can be provided, please contact Transportation Dispatch at 888-589-1121.

HOW TO SCHEDULE

Call LifeStream's Transportation Dispatch at 888-589-1121 for rides and pricing in your area.

Rides can be scheduled on weekdays between 8:00am and 5:00pm. Because of ridership volume, please schedule up to 2 weeks in advance.

Messages concerning rescheduling, cancellations, or requesting possible ride times may be left on voicemail. Funding partners include the Indiana Department of Transportation, county commissioners/councils, agency contracts and passenger fares.



Policies & Procedures

DOOR-TO-DOOR AND SERVICE POLICY

The driver will assist the passenger from the main entrance door of the origin to the main entrance door of the destination. It is expected that walkways, pathways, and ramps will be kept clean and clear of hazards, ice, and snow. Drivers are strictly prohibited from entering a passenger's home or any private residence unless a life-threatening emergency exists.

UNRULY PASSENGER POLICY

Disruptive, abusive, or argumentative passengers will not be tolerated on The New InterUrban vehicles. Without placing themselves or the other passenger in danger, drivers shall request the problem passenger discontinue the behavior. Passengers who continue objectionable activity shall be reported to the dispatcher (who may determine to contact law enforcement officials if necessary) or taken to the nearest public place and asked to leave the vehicle. Continued misbehavior will result in a suspension of service review by InterUrban management staff.

PORTABLE OXYGEN TANK

Riders are permitted to carry portable oxygen tanks. It is the responsibility of the rider to assure portable oxygen tanks are properly secured to prevent injury.

CANCELLATIONS AND NO-SHOWS

Cancellations require one hour notice. If the rider is recorded as a No Show for 20% or more of their scheduled rides within a 60-day period, the rider's service will be suspended for 10 days. Riders can appeal their suspension by calling LifeStream Services and asking to speak to the Transportation Manager.

RIDER RIGHTS & RESPONSIBILITIES

All riders must wear shoes and shirts at all times to ride. Eating, drinking, and smoking on vehicles is prohibited. Children 10 and younger must have written parental permission on file. Riders with disabilities may bring service animals. Riders are only permitted to bring packages on board they can carry in one trip (limit of 5). Strollers and grocery bags or carts must be kept out of the walkways. Weapons (unless properly permitted as identified by state law), alcoholic beverages, gasoline, and toxic materials are not permitted. Riders are not permitted to get on or off the vehicle without a driver being present. Riders must wear safety restraints at all times. Children ages 4 and younger (less than 40 pounds) must ride in a car seat. Riders failing to follow these rules may be denied a ride. The New InterUrban is not responsible for lost, stolen, or damaged articles. Riders must make their schedules with the dispatch office only (not with drivers). Riders should practice good personal hygiene to respect other riders and the driver. Rides may be denied in consideration of health and safety of others.

Policies & Procedures

DONATIONS AND TIPS

Donations are always welcome. Drivers, however, cannot accept tips for service. If you are interested in making a donation to LifeStream, please call (800) 589-1121, pay online at lifestreaminc.org, or use the donation boxes located in each vehicle.

ACCESSIBILITY

Mobility device accessibility is available in all counties. The mobility devices are defined as manually-operated or power-driven devices primarily for use by an individual with a mobility disability for the main purpose of indoor or of both indoor and outdoor locomotion. Passengers with mobility devices may use the lift. All other ambulatory riders may use the lift upon request.

SERVICE ANIMAL/PET POLICY

Service animals are permitted to accompany individuals with disabilities in vehicles and transit facilities. Pets can only be transported if the pet is in a pet carrier (kennel style). When the trip reservation is made, passengers must notify the scheduler/dispatcher that a service animal and/or pet will accompany the individual. Drivers are not permitted to carry the pet carrier on or off the vehicle.

RESTRAINTS SECUREMENT

All drivers and passengers regardless of age or disability must wear seat belts when seated anywhere in a transportation vehicle. The driver will assist all passengers with securing a seat belt, and the driver will make periodic checks to ensure all seat belts are securely fastened. All wheelchair/scooters will be secured with a four-point, tie-down method. Wheelchair riders will wear approved seat belts. Infants and children under the age of four (4) and weighing less than forty (40) pounds must be in an approved, properly used child safety seat while being transported. (An approved seat is one that meets federal motor safety requirements.) The child safety seat shall be secured in accordance with the manufacturer's instructions. The passenger must furnish the child restraint system and secure the child in a forward facing seat. Drivers will not secure the child restraint system; the accompanying passenger is responsible for this securement.

VEHICLE DESIGN TO ACCOMMODATE

New InterUrban vans are designed in compliance with the Americans with Disabilities Act requirements. The Americans with Disabilities Act defines a wheelchair as a three or four wheeled manual or power driven device designed for use by an individual with a mobility disability.

Policies & Procedures

INCLEMENT/ADVERSE WEATHER

Our passengers, driver, and public safety are our primary concerns. During adverse weather conditions, every effort will be made to maintain operations. However, The New InterUrban reserves the right to delay or cancel operations as necessary. Announcements concerning weather delays or cancellations will be made via local media.

PERSONAL CARE ATTENDANT

Personal care attendants may ride The New InterUrban at no charge. A PCA is someone who is designated or employed to assist a passenger. The scheduler/dispatcher must be advised that a PCA will be riding with the passenger during the scheduling process.

COMPLAINT/APPEALS PROCESS

Riders may call (888) 589-1121 and ask to speak with the transportation manager or call (800) 589-1121 and ask to speak with the quality improvement manager if customer service expectations are not being met. We accept positive ideas for improvement, as well.

Note: The New InterUrban does not duplicate services provided by urban (city) transit providers.



GOOD CUSTOMER SERVICE EXPECTATION

The New InterUrban places high value on being on time. However, things happen on occasion to prevent 100 percent on-time service. The New InterUrban is committed to having riders picked up no more than 15 minutes before or after the scheduled pick-up time. Riders should be ready as drivers may not be able to wait any longer than 5 minutes past the scheduled pick-up time to leave for the next destination. The New InterUrban will make every attempt to ensure riders are dropped off at their destinations no more than 15 minutes before or after the scheduled drop-off time. Any changes will be communicated to the rider. It is always the goal to drop off riders at the requested drop-off time. The New InterUrban staff is committed to providing courteous, friendly, and prompt service. Voicemails and emails are checked regularly, and all calls are returned within twenty-four (24) hours during regular business hours.

Policies & Procedures

PUBLIC NOTICE OF REASONABLE MODIFICATION UNDER TITLE II OF THE AMERICANS WITH DISABILITIES ACT OF 1990 AND SECTION 504 OF THE REHABILITATION ACT OF 1973

LifeStream will ensure equal and effective opportunities and access to public transportation services for persons with disabilities. Any individual believing that he or she has been denied equal access to transportation services due to a disability may request accommodation or file a complaint regarding such a request to LifeStream Services' reasonable modification designee:

Kevin DeCamp, Transportation Manager
LifeStream Services, Inc.
1701 Pilgrim Blvd., Yorktown, In. 47396
(765) 759-1121 or kdecamp@lifestreaminc.org

Related documents are available at lifestreaminc.org/transportation.

If information is needed in another language or alternate format please contact the designee listed above.

PUBLIC NOTICE OF RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

LifeStream operates its programs and services without regard to race, color, or 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 LifeStream Services, Inc.

For information on LifeStream Services' civil rights plan and the procedures to file a complaint regarding transportation services, contact LifeStream's Quality Improvement Officer at 765-759-1121 or 800-743-3333 (TDD/Voice); or visit our office at 1701 S Pilgrim Boulevard, Yorktown, Indiana 47396. For more information, visit www.lifestreaminc.org

A complaint may be filed directly with the Federal Transit Administration by filing a complaint with the:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor –TCR
1200 New Jersey Avenue, SE, Washington, DC 20590

