

WHAT TO DO

SCHEDULE A TRIP

1. Call dispatch at least 48 hours ahead (shorter notice is possible depending on availability, but 2-6 weeks notice is preferred)
2. Notify dispatch if accompanied by a Personal Care Attendant (PCA)
3. Notify dispatch if accompanied by pet or service animal

Trips can only be scheduled by contacting dispatch. Drivers cannot schedule trips. Trips will be scheduled as close to your requested time as possible, so layover time is often likely.

CANCEL A TRIP

Call dispatch at least 1 hour before the scheduled pick-up time to cancel a trip.

SERVICE & DISPATCH HOURS

Monday through Friday 7 am to 5 pm. Scheduling, cancellations, rescheduling, or service questions may be left on the voice mail when the office is closed. TRAM is closed on all Federal Holidays.

PERSONAL CARE ATTENDANT (PCA)

Riders must notify dispatch that a PCA will also be riding when scheduling the trip. PCA's may ride at no additional cost. A Personal Care Attendant is someone who is designated or employed to assist the rider.

TRIP FARES

One-Way Trip	59 & Younger	\$ 4.00
	60 & Older	\$ 2.50
Monthly Pass	59 & Younger	\$33.00
	60 & Older	\$25.00

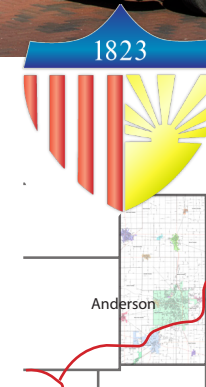
All fares/passes are **cash only (exact amounts)** and must be purchased the day of the trip from the driver. Drivers cannot make change. Tipping Drivers is not permitted. Donations are not accepted.

ACCESSIBILITY

Vehicle lifts are available for all riders when needed, as vehicles are designed per requirements of the Americans with Disabilities Act (ADA). Individuals using wheelchairs, manually-powered mobility aids, crutches, walkers, canes, braces, or other similar devices designed for use by individuals with mobility disabilities are permitted and encouraged to utilize the service. To view our ADA/Title VI Policy or submit a complaint, visit: www.ridethetram.com

DOOR TO DOOR SERVICE

Drivers will escort riders from the entrance of the pick-up location to the entrance of the drop-off location (upon request). Walkways, pathways, and ramps should be kept clear of hazards, ice, and snow. Drivers are strictly prohibited from entering a private residence unless a life-threatening emergency exists.



Transportation for Rural Areas of Madison County

Public Transit Service

16 E 9th Street - Room 100
Anderson, Indiana 46016

www.ridethetram.com

PLAN AHEAD

Connect to adjacent transit services!

Coordination with adjacent services must be made in advance and is the responsibility of the rider.

CONTACT US

Ideas, concerns, suggestions, and issues are welcome.

Transit Services Coordinator can be reached at 1 (855) RIDE-THE-TRAM and selecting option #3. To file a complaint regarding general service, ADA, or reasonable modification, visit: www.ridethetram.com

NEED A LIFT?

Call (855) RIDE-THE-TRAM
to schedule a ride

WHAT TO EXPECT

WHO CAN RIDE?

TRAM is public transportation, so anyone can ride! Trips are not limited for medical-related reasons. Any trip within the service area is allowed. All ages welcome.

PICK-UP

Riders must be ready for pick-up 15 minutes before and up to 15 minutes after the scheduled pick-up time. Drivers will only wait 5 minutes upon arrival before leaving.

DROP-OFF

Riders will be dropped off 15 minutes before and up to 15 minutes after the scheduled drop-off time.

RIDER ASSISTANCE

- Assistance on and off vehicle
- Wheelchair lift available
- Assistance securing wheelchairs
- Assistance fastening seatbelts
- Door to door service (upon request)

INCLEMENT WEATHER

TRAM reserves the right to delay or cancel operations during adverse weather conditions. Delays or cancellations will be made via local media. Contact dispatch for questions or confirmations of changes in service due to weather conditions.



RIDER CONDUCT

- Wear safety restraints, shoes, & shirts at all times
- No eating, drinking, or use of tobacco
- No weapons, alcohol, toxic items, or gasoline
- Aisles must be kept clear
- Children 10 years & younger must be accompanied by an adult
- Children 4 years & younger or less than 40 lbs. must ride in a child's car seat (provided by the rider)
- Riders may not get on or off the vehicle without the driver present
- Practice good personal hygiene
- Respect other riders and the driver

Riders failing to follow these rules may be denied the privilege of riding. TRAM is not responsible for lost, stolen, or damaged articles.

SERVICE ANIMALS

Riders must notify dispatch that a service animal will accompany them when scheduling the trip.

PETS

Pets may be transported with the rider if the pet is in a kennel style pet carrier. Drivers are not permitted to carry the pet carrier on or off the vehicle.

PORTABLE OXYGEN TANKS

Portable oxygen tanks and respirators are permitted, but riders must ensure the tanks are properly secured to prevent injury.

GROCERIES & PARCELS

Riders are limited to 5 carry-on packages in a single trip. No large boxes, bulky items, or oversize bags are permitted. Drivers may assist riders if able and if the schedule permits. All items must be small enough to be placed in the storage area or stored without disrupting aisles.

REASONABLE MODIFICATION

Reasonable Modification to these policies may be requested at the time of scheduling and will attempt to honor all reasonable accommodation requests. To review this policy or submit a complaint please visit: www.ridethetram.com

BE CONSIDERATE

Cancellations and no-shows can delay & deny service to other riders.

Passengers recorded as a "No Show" for 25% or more of their scheduled rides within a 90-day period will be suspended for one (1) week.

Concurrent suspensions are based on 3-months reviews of service.

Passengers may appeal suspensions by calling dispatch at (855) RIDE-THE-TRAM (press 1) and asking to speak with the Transportation Manager.

RESPECT OTHERS

Continued misbehavior will result in a suspension of service.

Unruly riders may be asked to leave the vehicle and law enforcement contacted if necessary.