

*CITY OF TERRE HAUTE*

Terre Haute Transit Utility  
City Bus System

# Wheels To The World

How \* To \* Ride \* Guide

*Dear Wheels to the World customer:*

On behalf of the City of Terre Haute, the Terre Haute Transit Utility, Board of Public Works and Safety, and West Central Indiana Economic Development District, Inc., we would like to welcome you to the Wheels to the World Paratransit service.

Wheels to the World serves the needs of customers who, because of a disability, are unable to use the THTU regular fixed route system, and who meet the criteria established by the U.S. Department of Transportation under the American With Disabilities Act of ADA 1990.

Throughout this guide, you will find helpful, customer friendly information regarding:

- Certification      -- Reservations
- Trip Information    -- Cancellations
- Companions        -- Guidelines

Should you require additional information, please do not hesitate to call THTU at 235-0109.

Thank you for riding Wheels to the World.

*Sincerely,*

*Mayor, City of Terre Haute  
and  
Terre Haute Transit Utility*

# TELEPHONE NUMBERS & HOURS

## WHOM DO I CALL?

### RESERVATIONS / CANCELLATIONS ...

Please call THTU at 235-0109.

*All cancellations must be made 24 hours in advance.*

All of us at Terre Haute Transit Utility sincerely hope this **How to Ride** guide answers any questions you may have.

**This is a shared ride system. This is an “Origin-to-Destination” service.**

**Information on Wheels to the World is also available in an alternative form upon request. Please call THTU at 235-0109.**

### RESERVATION HOURS ...

**Monday - Saturday: 8:00 A.M. - 11:00 P.M.**  
*If you call before or after hours, please leave a message and we will return your call.*

### SERVICE HOURS ...

**Monday - Saturday 6:00 A.M. - 10:30 P.M.**  
**Closed Sunday**

**NOTE: To schedule an ADA trip, reservations may be made up to 2 weeks in advance.**

# FARES

## SERVICE AREA

Wheels to the World ADA is available within 3/4 miles of an operating THTU fixed bus route. Availability of service is dependent upon the hours of operating fixed route service within the 3/4 mile area.

**For more information, call 235-0109.**

## FARES

\$ 2.25 per passenger and each companion for each one way trip. Personal Care Attendant(s) (PCA) will travel at no cost. Rides will be charged the same as the Fixed Routes. If your trip requires two buses to get to your destination, you will be charged for two rides.

Fare may be “paid” by presenting a 14 punch ride ticket, monthly pass or by cash. If fare is to be paid by cash, the fare must be tendered in exact change as the driver does not carry cash and cannot make change.

Terre Haute Transit Utility Wheels to the World tickets are sold by monthly passes (\$45.00) or 14 ride (\$27.00) ticket or by cash.

Tickets can be purchased:

- at the Transit Office at 750 Cherry Street
- from your driver with a check, cash, or money order, payable to:

Terre Haute Transity Utility  
901 South 14th Street  
Terre Haute, IN 47807

# CERTIFICATION

## HOW DO I BECOME CERTIFIED?

1) **The first step is to complete an application form.** Applications are available by calling Terre Haute Transit Utility at 235-0109. Applications must be completed by a licensed health care professional.

2) Applications will be reviewed within a 21-day time period. THTU will notify you of your eligibility.

To ride the Wheels to the World, you must be certified as eligible by Terre Haute Transit Utility. Examples of people who may be eligible are those who, because of a disability are unable to:

- get on or off a regular bus.
- walk two (2) city blocks, which is the obligation of a fixed route rider.
- grasp coins, tickets or handles.
- read, understand or follow bus information.

### Other Considerations...

- Age, distance to a bus stop or illiteracy by themselves are not considered disabilities.
- People who are blind or visually-impaired may be eligible if they cannot use THTU's regular fixed route system.
- People with medical conditions such as:
  - Epilepsy
  - Kidney disorders
  - Diabetes

may be eligible depending upon their level of independence and their ability to use fixed route services.

## How do I Appeal a Decision? ...

Applicants who requests for certification are denied have the right to an appeal. For more information, contact THTU at 235-0109.

Appeals will be reviewed by an independent board made up of two CAC/DAC members and a West Central Indiana Economic Development District representative.

# RESERVATIONS

## HOW DO I MAKE A RESERVATION?

Wheels to the World may be reached at 235-0109, between the hours of 8:00 a.m. and 11:00 p.m. Monday-Saturday. Reservations are required to be made at least one day in advance. An answering machine is available after hours and weekends.

Same day reservations **MAY** be available. **HOWEVER**, return trips may result in a long wait, up to three (3) hours.

When making a reservation, we urge you to **schedule a time for your return trip**. Waiting until the last minute to schedule a return **trip could result in a long wait (up to three (3) hours)**.

**NOTE: No changes may be made to a reservation after 11 p.m. the day before your trip.**

**When making a reservation, please be ready to provide ...**

- your name
- your pick-up address (exact location of pick-up, for example, apartment name, which entrance, etc.)
- your telephone number
- the date you want to ride

- the time you want to be picked up at your point of origin. Please allow a minimum of 1/2 hour to each destination. Wheels to the World is a shared ride system, therefore some trips may take longer.
- where you will be going (include phone number if possible). **Certain public locations have specific drop-off and pick-up areas.**
- the time you want to be picked up for your return trip
- whether you use a wheelchair or other mobility device
- dimensions of your wheelchair. Please contact THTU at 235-0109 for information regarding the types of wheelchairs that can be accommodated.
- whether a personal care attendant will be riding with you. **If you have a personal care attendant, there is no charge for this person to ride**
- whether a companion will be riding with you. If so, his/her fare is \$ 1.75 for each one-way trip.

## HOW DO I CANCEL A RESERVATION?

- **To cancel a reservation**, please call 235-0109.

## HOW TO RIDE

### HOW DO I RIDE WHEELS TO THE WORLD?

Riding Wheels to the World is equivalent to riding a regular fixed route system. There is a scheduled arrival time and you must be ready when the bus arrives. There may be additional stops before reaching your destination. Wheels to the World is a **shared ride system**.

#### Please Remember:

- Wheels to the World is an **Origin-to-Destination** service.

- **Wheels to the World is a Shared Ride service.**
- **No assistance will be provided beyond boarding and disembarking the bus.** If you require further assistance, you should be accompanied by a personal care attendant.
- You may ride from any origin in the service area for any purpose as long as a reservation has been made.
- the bus may arrive **15 minutes** before or after your scheduled pick-up time. For example, if your pick-up time is scheduled for 8:00 a.m., the bus may arrive any time between 7:45 and 8:15 a.m. **The bus will wait 5 minutes after arrival.**
- ***If the bus has not arrived 15 minutes after your scheduled time***, please call Terre Haute Transit Utility at 235-0109.

**Please be ready at least 15 minutes before your bus is scheduled to arrive. You (and your companion) should meet the bus when it arrives.**

Please have exact change ready. If you have a personal care attendant, there is no charge for this person to ride.

Prior to departure, the driver could:

Ask a passenger in a three-wheeled mobility device to transfer to a seat in the vehicle.

**(Note: the choice to transfer to a seat is yours.)**

### **Wheelchair Securement**

All drivers are required to secure wheelchairs and must use seatbelts/shoulder harness for persons using wheelchairs.

A driver will refuse service to wheelchair users if they decline to be secured.

Eating, drinking, chewing tobacco, smoking or recreational audio devices are not permitted. Shirts and shoes (or equivalent) must be worn.

# GETTING THERE ON TIME / LATE VEHICLE / ACCOMMODATIONS

## HOW DO I RIDE WHEELS TO THE WORLD?

It is Terre Haute Transit's goal to provide the greatest number of customers with prompt, efficient, friendly service. Following are ways you may help us serve you:

- **Make reservations as early as possible**, up to 14 days in advance, but no later than the day before you wish to ride.
- If other customers get on or off the vehicle before your stop, **it may be necessary for you to temporarily move.**
- **A customer may not refuse to ride with other customers.**

Because you may share a vehicle with other customers, we suggest you:

- 1) allow a **minimum of 1/2 hour** to reach your destination;
- 2) allow for time spent **picking up and dropping off other customers** before reaching your destination;
- 3) Be prepared for **delays** due to traffic or bad weather;
- 4) **Plan your trip.** For example, if you must be somewhere at 10:00 a.m., schedule your pickup for 9:30 a.m.

When scheduling a return trip, please consider any **unexpected delays** you may encounter. For example, if you expect to be ready at 3:00 p.m., please ask for a 3:30 p.m. return time. It is better to wait a few minutes than miss your scheduled ride.

- If you **miss the vehicle** for your scheduled ride, please call the Wheels to the World number 235-0109. Another vehicle will be sent as soon as possible. **However, it may take up to two hours to dispatch another vehicle.**

## WHAT DO I DO IF MY VEHICLE IS LATE?

If a Wheels to the World bus is more than 15 minutes late for your scheduled pick-up, please call the office at 235-0109 and a dispatcher will check the arrival time.

## HOW CAN WE ACCOMMODATE YOU?

- 1) Carry-on packages are welcome, but no **Hazardous Materials** allowed.

The driver will assist with the loading and unloading of packages between the vehicle and curb. Customers (or companions) are responsible for getting packages to and from the curb.

- 2) **Visitors from other cities** who are eligible under ADA criteria are welcome to use Wheels to the World during their visit to Terre Haute for up to 21 days. Please call Terre Haute Transit at 235-0109 if you are an out of town visitor wishing to register.
- 3) Wheels to the World customers are offered the same service in other cities, with paratransit services.

## HOW DO I COMPLAIN OR COMMENT?

- We can only resolve problems if we are informed, so please do not hesitate to call.
- Should you have **questions or complaints** about service, please call the Terre Haute Transit office at 235-0109.
- If a complaint is not resolved to your satisfaction after five working days, please call the **Mayor's Office at 232-9467.**

# COMPANIONS / SPECIAL REQUESTS

## WHAT IF I HAVE A SPECIAL REQUEST?

- 1) To serve the greatest number of customers, Wheels to the World can only accept **two round-trip requests per phone call**.
- 2) If you wish to schedule repeat service (work, Church, etc.) you may schedule subscription trips, if available. **Subscription trips** are **ongoing** and/or **regular scheduled** trips. These may be scheduled with one phone call.

**Subscription trips should not exceed 50% of the total rides available.**

We urge you to request that your name be put on the Wheels to the World **Subscription Trips** waiting list by calling 235-0109.

- 3) It is our goal to provide the greatest number of customers with prompt, efficient, friendly service. Therefore, we are unable to honor specific request for the following:

- specific drivers
- specific seats
- a particular vehicle
- specific routes with certain customers

## WHAT IF MY REQUEST CANNOT BE ACCOMMODATED?

If there are no openings for the time requested, you might be offered an **alternative time** up to one hour before or after the original time you requested.

If there are no openings for the day and time requested, please call Wheels to the World at a later time to ask if their have been any cancellations.

## CAN I BRING A TRAVELING COMPANION?

- If you are registered with Wheels to the World as needing a **personal care attendant**, he or she may accompany you at **no additional cost**.
- **Companions** are welcome to ride with you.  
NOTE: Companions and personal care attendants must have the same origin and destination as the customer they are accompanying.
- To maximize the space available, **accommodations** for more than one traveling companion are granted on an available basis. The request should be made when scheduling your reservation.

**To inquire about space availability, call the Wheels to the World number at 235-0109.**

NOTE: A request for a subscription trip will be considered, subject to availability.

- **Children** accompanying you **are considered traveling companions**.
- **Guide dogs and other service animals** are allowed to accompany you if such a need was indicated on your Wheels to the World application. However, family pets are not allowed. Please inform Wheels to the World when scheduling your trip that a service animal will be accompanying you. All service animals must be under the complete control of the person they are servicing at all times.

## Other Considerations:

- **Customers may not operate any audio or visual equipment** which infringes upon other customers' comfort or safety or impairs the driver's ability to transport passengers safely. Examples include: audio/visual devices without headsets, portable video games that have sound effects, etc.

# CODE OF CONDUCT

## **Passenger Conduct**

For the safety and comfort of all Wheels to the World customers, Terre Haute Transit Utility has established a policy that addresses instances where a customer's conduct may adversely affect others involved with the Wheels to the World program. The following identifies Terre Haute Transit Utility policy on customer misconduct.

**Hazardous Conduct:** Any act which creates the potential for injury or death to: any customer, driver or general public.

**Abusive Conduct:** Any offensive act which invades the privacy rights of others, or touching another person in a rude, insolent or angry manner. Sexual harassment will not be tolerated.

**Unintentional Misconduct:** Any act that would qualify as misconduct, but is the direct and immediate consequence of the customer's disability.

**If a customer commits an act of misconduct that he or she has been trained is inappropriate, that act is intentional.**

**Consequences of Hazardous or Abusive Misconduct:**  
(punishable by the following schedule):

- 1) A first (1st) offense may result in suspension of service up to 30 days.
- 2) A second (2nd) offense within a one-year period shall result in suspension of service for up to 60 days.
- 3) A third (3rd) offense within a one-year period shall result in suspension of service for up to one year. At the end of the suspension period, a customer must reapply for eligibility for Wheels to the World service.

**Consequences of Unintentional Misconduct:**

- 1) A customer may be required to ride with a personal care attendant.

- 2) A customer may be required to undergo behavior modification training.
- 3) A customer may be subject to any reasonable accommodation that will ensure the safety of all customers and drivers.
  - a) The accommodation may last for a time period sufficient to allow the customer to learn appropriate behavior.
  - b) The accommodation may be permanent if the conduct is beyond the customer's control

You will be notified in writing before THTU takes any of these steps. An eligible customer whose services are to be suspended because of misconduct has a right to request a hearing through an appeals process. This may be obtained by calling Terre Haute Transit Utility at 235-0109.

Please call us at 812-235-0109 for questions pertaining to our modification policy or to receive a copy of our policy

## NOTES

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## **WHEELS TO THE WORLD IS PROVIDED BY TERRE HAUTE TRANSIT UTILITY**

The Citizens Advisory Committee and the Disabled Advisory Committee meets in an advisory capacity to THTU. This group assists in policies regarding the operation of Wheels to the World service. All meetings are open to the public. If you would like to attend a quarterly meeting, please contact THTU or WCIEDD at 238-1561, extension 47 for further information.

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMATS UPON REQUEST