

# More About Ride Solution

- Passengers should be aware that the driver may be picking up and dropping off other passengers before reaching their destinations
- Passengers should expect that delays can occur due to traffic, bad weather or any other problem beyond the drivers control
- The driver is only allowed to wait on passengers 5 minutes after scheduled pick-up time
- If driver has not arrived 15 minutes after scheduled pick-up time, please call dispatch
- Riders may call 1 (877) 369-8899 and ask to speak with the Director if customer service expectations are not being met

## Hours of Operation



6:00 a.m. - 6:00 p.m.

Monday - Friday

## Cost



Riders must have exact change

Tickets or Passes may be purchased in advance

In Town	\$2 each way*
In County	\$3 each way*
County to County	\$4 each way*

\* Fares are subject to change without notice by Ride Solution.

## Ride Solution

P.O. Box 367  
1001 East Main Street  
Washington, IN 47501

**Our Mission**  
Ride Solution is a coordinated Public Transportation service established to provide safe, dependable and affordable transportation to all who reside in our service area.

Ride Solution is a partnership of transportation providers. Funds are acquired through and supported by Four Rivers Resource Services, Inc., Generations, Gibson/Pike County Area Rehab. Center, Older American Transportation Services, Senior and Family Services, Southern Indiana Resource Solutions, Inc., West Central IEDD, FTA, INDOT, RTAP, SIDC, and local contributions.



*Vans are clean, wheelchair accessible and smoke-free*

*Drivers are specially trained, friendly, safe and courteous*

Ride Solution will not discriminate on the basis of race, creed, religion, sex, origin, age, or disability.

Need  
a  
**Ride?**

Public  
Transportation  
for *Everyone!*

Serving Daviess, Dubois, Gibson, Greene, Martin, Pike, Sullivan and War-  
rick Counties



254-3225

TOLL-FREE

1(877)369-8899

RELAY INDIANA

1(800)743-3333

This material is available in an alternate format upon request .

## *Cancellations and "No Shows"*

Cancellations should be made as soon as possible. A "no show" occurs if a driver shows up for a scheduled pickup, and the passenger does not.

Passengers who are a "no-show" or fail to cancel their trips less than 60 minutes ahead of time will be required to pay for the trip before any future rides can be provided.

Passengers with 3 or more "no shows" in a 60-day period may lose privileges for transportation.

Remember that this time slot has been scheduled for you. A no-show or short cancellation time has prevented someone else from riding.

## *Weather Policy*



Ride Solution reserves the right to suspend operation on certain routes if roads are deemed unsafe for passengers or drivers.

## *Holidays*

Ride Solution does not operate on the following holidays:

New Years Day, President's Day, Good Friday, Memorial Day, 4th of July, Labor Day, Thanksgiving Day & Friday, Christmas Eve, Christmas Day, and New Years Eve.

## *It's Easy to Schedule a Ride!*

Vans are available on first-come, first-serve basis. It is best to call 24 hours or more in advance to schedule a ride. Same day service will be accommodated if schedules allow.

*When requesting a ride, please be ready to provide:*

- ✓ Your name, address and phone number
- ✓ Date and time of your request
- ✓ Address, destination and return time
- ✓ Will you be using a wheelchair or mobility device
- ✓ If you will be traveling with a personal care attendant

## *General Info*

- ◆ Drivers will assist when boarding and exiting the vehicle. "Assistance" includes offering ambulatory passengers a steady-ing arm or other appropriate guidance or assistance from door-to-door
- ◆ The lift is available for passengers who are unable to use the steps
- ◆ Car seats that are required by law must be used and provided by the passenger
- ◆ Portable oxygen tanks are permitted
- ◆ Service animals are allowed

## *Passenger Conduct*

- No smoking or chewing tobacco
- No eating or drinking
- Please use seat belts as required by law
- Stay seated when vehicle is moving
- Please be courteous no profane language
- For your safety, please do not distract the driver
- Disregard for any of the above may result in loss of riding privileges
- Ride Solution is not responsible for lost, stolen or damaged items

**Your ride  
here is**

## *No Specific Requests*

It is the goal of **Ride Solution** to provide the greatest number of passengers with prompt, efficient, friendly service at an affordable price. Therefore, we are unable to honor specific requests for the following: *drivers, seats, vehicles, or routes.*