



Transportation Policy

1450 East Joliet Street, Suite 202
Crown Point, IN 46307

Phone (219) 663-3869

Fax (219) 663-4531

Email slccs@slccs.com

► Geographical Area Served

Service is available for residents living in the following townships, traveling back and forth from destinations in Lake or Porter Counties: West Creek, Cedar Creek, Eagle Creek, Hanover, Winfield, Center, Ross, Hobart, and St. John Township, and residents living in the Town of Griffith. Coordinated services with other public transportation providers may be available with prior request.

► Customer Service

Lake County Community Services welcomes compliments, complaints, and suggestions. We are committed to using our customer input as a tool to improve service quality. All comments may be submitted by mail, fax, phone or e-mail.

► Fares

Below is the rate schedule for LCCS. Rates are for one person and for a one-way trip. Fares will be collected by the drivers on a daily basis unless other arrangements are made. Please call LCCS for more information. Rates are subject to change.

Resident Fares (unless otherwise stated)

\$5.00 for Seniors 55 years and older, people with disabilities, and children between 5 and 11

\$7.00 for All Others

Residents of the City of Crown Point

\$3.00 for Seniors 55 years and older, people with disabilities, and children between 5 and 11

\$5.00 for All Others

Residents of the City of Hobart Age 55 and Older:

\$2.00 (sponsored in part by the Maria Reiner Fund through Legacy Foundation)

Residents of the Town of Merrillville:

Sponsored in part by Ross Township Trustee

► Non-Discrimination Policy (Title VI of the Civil Rights Act of 1964)

1. Any person who is, or seeks to be, a patron, of any vehicle, which is operated as a part of, or in conjunction with, this transportation program, shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color or national origin.
2. No person who is, or seeks to be an employee of this transportation program or lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, this program shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions and benefits of employment, on the basis of race, color or national origin.
3. No person or group of persons shall be discriminated against with regard to the routing,

scheduling, or quality of transportation service furnished by this program on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, and location of routes may not be determined on the basis of race, color, or national origin.

► Reasonable Accommodations

LCCS will honor all requests for reasonable accommodation from qualified people with disabilities, such as requests for written materials in alternate formats. Please make such requests to the Executive Director. Requests can be submitted in writing, via e-mail or over the phone.

► Miscellaneous

- Reservations for trips must be made at least 2 full business days in advance. Transportation is a shared ride service. Reservations are on a first-come first served basis and are subject to vehicle availability. Reservations can be made no further than two weeks in advance.
- Service is curb to curb. Driver is not considered a medical attendant and must remain in line of sight of vehicle at all times. All passengers must be capable of independent travel.
- If the passenger travels with a personal care assistant, there will be no charge for the PCA.
- Clients who use mobility devices, such as wheelchairs or scooters, are required to be properly and safely secured in the device at all times. It is not the responsibility of the driver to secure the passenger into the mobility device before boarding the vehicle.
- All passengers are required to properly use seat belts, and passengers in mobility devices are required to be secured while in transport. Service may be refused to those passengers who refuse to be properly secured while on the bus.
- Wheelchair lifts shall be deployed upon the request of any passenger.

- Service will not be denied on the basis that the mobility device cannot be secured on the bus because of a bus mechanical problem.
- All service animals are welcome on the buses but must be under the control of the owner at all times.
- Passengers may bring and use respirators and portable oxygen equipment on board if required. The tank size shall be limited to 1 day of use.
- Children 7 years old and under must be accompanied by an adult. Children 4 and younger must ride in a car seat provided by the adult. The adult is solely responsible for properly securing the child and the car seat to the bus seat. There is no charge for children 4 years old and younger.
- Unless it is an emergency situation, a client must cancel a reserved ride at least 24 hours in advance or it will be considered a no-show.
- If a client does not cancel 24 hours in advance, full fare will be charged.
- If a trip is scheduled, and then the client is a no-show, full fare will be charged.
- If a client is a no-show twice within a running 3-month period, the Agency reserves the right to refuse service for the next 30 days after written notification to the client.
- No-shows or late cancellations that are for reasons beyond the control of the client are not counted.
- Agency reserves the right to suspend service for failure to pay fares. Passengers will be notified of the suspension after three times of no-pay.
- If the passenger does not agree with the Agency's decisions about service, he is encouraged to submit the complaint form.

- Transportation is normally available Monday through Friday. The first scheduled pick-up is 8:30 a.m. and the last pick-up is 3:30 p.m.
- Additional hours and days of service may be available upon prior request.
- Billing for transportation is available upon request. Invoices will be prepared and mailed out by the 15th of every month for the preceding month. There is an additional \$3.00 fee for billing.
- In case of inclement weather, please listen to Radio 105.5 for information about possible trip cancellations.

All people will be given equal opportunity and access to file a formal grievance of alleged discrimination under Title VI. These grievances may be submitted to the Grievance Committee of LCCS, or the Northwest Indiana Regional Planning Commission, 6100 Southport Rd., Portage, IN 46368. Please use the enclosed grievance policy and procedure for submission.

► **Grievance Policy and Procedure/Service Complaints**

If you experience a problem with our transportation program, you may wish to file a written service complaint. Complaint policy, procedures and forms are available on all buses or may be requested by phoning the main office. Complaint policy, procedure and forms are available in alternate formats, or by e-mail at slccs@slccs.com.

1. It is the right and responsibility of every client of Lake County Community Services, Inc. to express dissatisfaction with their services.
2. If a client expresses a desire to lodge a complaint about the Agency, he shall be offered a complaint form.
3. Complaint forms shall be made available on all vehicles, at all Senior Centers, and the

administrative offices. Forms shall be mailed upon request.

4. Assistance in completing the form should be provided by staff if requested by a client.
5. A Grievance Committee shall be established and shall consist of one Board member appointed by the Board President, and one staff member assigned by the Executive Director.
6. The completed Complaint form shall be reviewed by the Grievance Committee within five (5) business days of receipt.
7. The Grievance Committee shall investigate the complaint and then submit a written report to the Executive Director and the Board President. The report shall include recommended actions to be taken.
8. The written report, attached to a copy of the original complaint, shall be sent by mail to the client.
9. If a client is dissatisfied with the recommendations of the Grievance Committee, a client may submit a written request for an appeal to the Board of Directors.
10. The request for appeal shall be placed on the agenda of the next Board meeting. The client will be invited to attend the meeting.
11. The Board of Directors shall respond in writing within 10 business days of the Board meeting.
12. If the person declines to give his name and/or file a written complaint, LCCS staff will complete an incident tracking form and submit it to the Executive Director for review.

Blossom B. Mabon, MBA, Executive Director
Rick Niemeyer, President

LCCS Complaint Form

For assistance in resolving a problem, please complete the following form and submit it to:
Grievance Committee, LCCS, 1450 E. Joliet Street, Crown Point, IN 46307
The staff of LCCS will be happy to assist you in completing this form if necessary.
Alternate formats of this form are available upon request.
Please submit your form within 60 days of the problem occurring.

Name of Person Filing Complaint: _____

Address: _____

Phone: _____ Date: _____

Specifics of Complaint-----

Date Occurred: _____ Time of Day: _____

Employee Name (if applicable): _____

Vehicle # (if applicable): _____ Location: _____

Customer Name (if different from above): _____

Nature of Complaint (use additional sheets if necessary): _____

Signature of Person Completing Form

For Office Use Only-----

Date Form Received: _____ Date From Forwarded to Grievance Committee: _____

Resolution: _____
