

FOR OUR RIDERS WITH SPECIAL NEEDS

All of our buses are equipped with wheelchair lifts. Anyone may use the lift at any time. Personal care attendants and service animals may also accompany you without a fare. Small carts or baby strollers may be loaded on the lift, but must be held onto and kept out of the aisle, or tied down by the driver. **Only** service animals are permitted on the bus. Portable oxygen **is** allowed.

When calling the dispatcher to schedule a ride, please indicate that you will need to use the lift.

When the bus arrives to pick you up:

> Indicate to the driver that you would like to use the wheelchair lift. If this is your first time using the lift, also let the driver know that.

> Stay back at least 6 feet from the lift door, which is located on the side of the bus.

> Wait for the driver to tell you when it is safe to board the lift. Then back onto the lift platform. Make sure to set your brakes.

> Once securely on the lift, firmly grasp the handrails located on each side while the lift is in operation.

HOLIDAYS

Seymour Transit is closed on the following holidays:

New Year's Day*****Martin Luther King Day

President's Day*****Good Friday

Primary Election Day*****Memorial Day

Fourth of July*****Labor Day

Columbus Day*****Election Day

Veteran's Day*****Thanksgiving Day

Thanksgiving Day After*****Christmas Eve

Christmas Day

*****The City of Seymour/Seymour Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of age, sex, disability, religion, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.A For more information or to file a Reasonable Modification or Civil Rights complaint, contact Human Resources at City of Seymour at 812-522-4020.**

**301-309 N. Chestnut St.
Seymour, IN 47274
812-522-RIDE
812-522-7433**

****Information available in Spanish and Alternative Format. For the hearing impaired call:
1-800-743-3333**

Inclément Weather

Please turn to the city's facebook page and all other local radio stations, newspapers, and media for possible delays or closings.

SEYMOUR TRANSIT

PASSENGER'S USER GUIDE



We get you where you want to go!

SERVICES FUNDED IN PART BY:
The Federal Transit Administration and
the Indiana Department of
Transportation

Our city bus service is called Seymour Transit. What this means to you is personalized transit service within and around Seymour. Complete information is available by calling 522-RIDE. Information on routes, schedules and fares can be given over the telephone or mailed to you free of charge. The service is open to the general public.

HOW MUCH DOES IT COST?

Seymour Transit fares can be paid in a variety of ways. Fares can be paid in cash or tokens. All fares are one-way! The monthly pass is for unlimited rides during the month. Each month will require a new monthly pass.

CASH: (must have exact change-drivers carry no change)

All passengers: \$2.00

TOKENS: (must be purchased in office)

All passengers: 10 in a bag for \$16

MONTHLY PASSES: (must be purchased in office)

All passengers: \$25 per month

TRANSPORTATION OF CHILDREN: An adult must accompany all children younger 14 years of age, and that adult must pay a fare to ride also.

SAFETY: Seat belts must be worn at all times. All wheelchairs must be secured. Any child, riding with an adult, that is less than 4 years of age and/or less than 40 pounds, must ride in an approved car seat., provided by the adult passenger. The adult will be required to strap the car seat into the bus seat and strap the child into the car seat.

HOURS

Mondays thru Thursdays: 6:00 am to 6:00 pm

Fridays: 6:00 am to 5:00 pm

Dispatcher on duty only Mon.-Fri.: 7:00 am to 4:30 pm

However, no calls after 4:00 pm, if scheduling rides for the following business day .

If you call after normal office hours, we will have **24 hours** to return your call on the next business day. Call back during normal office hours for immediate attention. For all after hour cancellations, please leave a message.

MAKING A RESERVATION

To schedule a ride for our convenient door to door service, you must call 522-RIDE (522-77433) . Give the dispatcher the following information:

- > who you are
- > where you want picked up
- > where you want to go
- > what time you need to be there

Rides are scheduled on a first called, first served basis. Try to call 24 hours in advance of your trip. You may call anytime between 8:00 am and 4:00 pm to speak with the dispatcher. Bus drivers are not allowed to schedule rides! You must call the dispatcher!

(Revised 11-2020)

WAITING FOR THE BUS

Make sure that you are ready for pickup 5 minutes before your scheduled time. **If you do not catch your scheduled ride, you will be charged for that ride anyway! You will be required to pay for this ride with \$4.00 cash or 2 tokens. The bus will only wait 3 minutes after your scheduled pickup time, before reporting you as a no-show.**

CANCELING YOUR TRIP

Please call us to cancel or change your trip as soon as you know that your schedule has changed. If you do not call to cancel your ride 10 minutes before your scheduled time , you will be charged a NO-SHOW! You will be required to pay this NO-SHOW in cash or tokens, not with a monthly pass, the next time you ride. **If you are reported as a no-show, subsequent scheduled trips for that day are automatically cancelled until we hear from you to confirm your schedule.**

PROHIBITED ACTIVITIES

No smoking or chewing tobacco and no open containers of alcohol are permitted on the bus.

Illegal acts, threats of acts of physical violence will not be tolerated.

Any rider who poses a “direct threat” to the health or safety of others will be denied service.

REASONABLE ACCOMODATION: We will make every effort to accommodate your needs as best we can. **If you will be bringing on bags or other merchandise, you will be allowed 6 bags , or whatever you can carry on in 1 trip! Please advise the dispatcher of this when you call for a ride.**