

SERVICE/SERVICE AREA

Seymour Public Transit provides demand response, door-to-door public transportation service within the city of Seymour as well as the Family Medical Center, Sycamore Springs, and Hoover Addition.

All of Seymour Public Transit operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

SERVICE HOURS

Monday-Thursday: 6:00 A.M. – 6:00 P.M.

Friday: 6:00 A.M.-5:00 P.M.

Dispatcher on duty only Monday-Friday 7 A.M. to 4:30 P.M.

HOLIDAYS

Transit Service is closed on all Federal holidays

ACCESSIBILITY

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. Seymour Public Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

ADA / REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification should notify Seymour Public Transit of the request when making a reservation. For more information regarding the reasonable modification policy or how to file an ADA Reasonable Modification complaint, please contact Seymour Public Transit at (812) 522-7433. Attempts will be made to honor all reasonable modification requests.

TRANSPORTATION OF CHILDREN

All children over 8 years old must wear a seat belt. Children less than 4-years old or 40-lbs. must be secured in a car seat. Car seats are the responsibility of the parent or guardian and Seymour Transit Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

FARES

CASH: (must have exact change. **DRIVERS DO NOT MAKE CHANGE**)

All passengers: \$2.00

TOKENS: (must be purchased in office)

All passengers: 10 in a bag for \$16.00

MONTHLY PASSES: (must be purchased in office)

All passengers: \$25.00 per month

We can only take cash or check

SERVICE ANIMALS

Seymour Public Transit welcomes service animals. Service animals must be under the constant control of its handler.

TITLE VI

Seymour Public Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI or for more information on the civil rights program, or the procedures to file a complaint, contact Human Resources at (812) 522-4020; email hr@seymourin.org or visit our administrative office at 301-309 N. Chestnut St. Seymour, IN. 47274. For more information, visit www.seymourin.org. Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

SEYMOUR PUBLIC TRANSIT

Mission Statement:

It is our mission to provide safe, reliable, affordable and efficient public transportation in the City of Seymour area



Phone (812)522-7433

Indiana Relay Service Dial 711 or

TTY 1-800-743-3333

(For the Hearing Impaired)

301-309 N. Chestnut St.

Seymour, IN 47274

<https://www.seymourin.org/>

SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Indiana Department of Transportation Public Mass Transit Fund

Seymour Transit is an Equal Employment Opportunity Employer

TRIP RESERVATIONS

All trips are scheduled in advance on a first come, first served basis, and are scheduled on a time and space availability basis. To schedule trips passengers must call (812) 522-7433 between 7:00 am - 4:30 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver. **Also, if scheduling something for the next business day please call before 4:00 P.M.**

Passengers may be asked to include the following information when scheduling trips:

- Name
- Telephone #
- Pick-up/Drop-off addresses
- Home Address

Hearing impaired persons can call the Indiana Relay Service at 711 or 1-800-743-3333 for assistance in scheduling trips.

Same day add-on trips will be accommodated if there are openings on that day's schedule.

Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

CANCELLATIONS AND NO SHOWS

It is important that if you do not need your trip that you cancel at least 10 minutes prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed.

If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 10 minutes prior to your scheduled pickup time you will be considered a No Show. No Shows waste time and money, make other passengers late and cause service denials to others.

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.

If you are recorded as a No Show, you will be charged a no show fee of \$4.00 each no show fee.

SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain

seated with seatbelts fastened until the vehicle has come to a complete stop.

RIDER COURTESY

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke, or chew tobacco, play loud music, engage in loud conversation, curse, or touch, or disturb others on the bus.

PROHIBITED ACTIVITIES

Illegal acts, threats or acts of physical violence will not be tolerated. Seymour Public Transit will contact law enforcement for assistance in threatening situations.

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

OTHER RESTRICTIONS

- * Items large enough to block aisle way; emergency exits
- * Garbage, recycled material, aluminum cans
- * Flammable materials such as Gasoline, oils, etc.
- * Lawn mowers, weed eaters, bicycles
- * No profanity / intimidation / fighting
- * No opened food or drink on the buses
- * No illegal drugs on any vehicle

Any violation of these rules can call for immediate removal from vehicle as well as suspension of services

ASSISTANCE

Our service is provided from the door at your pick-up point to the door at your destination.

*See Reasonable Modification Policy Section

The driver may assist you to and from the door when boarding or leaving the bus but is not permitted to enter a residence or building.

An escort or personal care attendant may accompany you at no charge.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, Seymour Public Transit requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed.

Riders are requested to limit carry-on bags. We ask that you only carry on what you can carry in one trip or six bags.

WEATHER CLOSINGS AND CANCELLATIONS

All closings and cancellations will be announced on local radio stations as well as Seymour Transit and City Hall's Facebook page.

GENERAL COMPLAINTS

If you would like to contact Seymour Transit to file a general passenger complaint that is not related to Title VI or ADA Protections, please contact Taylor Wayt at (812)525-0037. Or email Taylor Wayt at twayt@seymourin.org

ADA COMPLAINTS

Seymour Transit operates in compliance with Title II of the ADA Act. Seymour Transit does not discriminate on the basis of disability. If you feel you have been discriminated against on the basis of disability you may file an ADA discrimination complaint. To file a complaint, contact Human Resources at (812)522-4020; email hr@seymourin.org or visit our administrative office at 301-309 N. Chestnut St. Seymour, IN. 47274. For more information, visit www.seymourin.org.

THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMAT UPON REQUEST