

Steuben County Council on Aging, Inc.

STAR Transportation

1905 Wohlert Street

Angola, IN 46703

260-665-9856

Hearing impaired may call: TTY - 800-743-3333

This information is available in alternate formats.

WEBSITE: www.steubenco.org

STAR Transportation is not responsible for lost,
stolen, or damaged items.

RESERVATION HOURS

Monday thru Friday 8AM to 3PM

CALL 665-9856 or email: star@steubenco.org
to schedule a ride.

OPERATING HOURS

Monday thru Friday 5AM to 5PM

STAR is funded by Steuben County, City of Angola,
Township Trustees, Title IIIB, INDOT 5311 & 5310
Grants, Endowments, Fundraisers and Donations.

Your support is greatly appreciated.

All Services are provided without regard to race, age,
color, religion, gender, sexual orientation, disability,
national origin or ancestry.



STAR TRANSPORTATION ***Rider's Guide***



**Transportation
for all Ages**

Public Transit for
All of Steuben County

Council on Aging, Inc.

1905 Wohlert Street

Angola, IN 46703

Phone: (260) 665-9856

Email: star@steubenco.org

www.steubenco.org

Revised: November 2024

Welcome to the Steuben County STAR Transportation public transit system. In this guide you will find helpful information regarding our services, policies, cancellations, costs, and reservations. If you need additional information, or have any questions, please contact us at 260-665-9856.

STAR provides Public Transportation for
ALL OF STEUBEN COUNTY
THERE IS NO AGE REQUIREMENT

STAR operates by reservations. Reservations are on a first come-first serve basis and should be made a minimum of 24 hours before you wish to ride for local trips. Remember—the sooner you call the better your chance of getting a ride when you need one. If we are unable to accommodate the time you request, we will offer the next available time.

When making a reservation you will need to provide the following information:

Your Name & Telephone Number

Date of Birth

Pickup/Drop off Addresses & Phone Numbers

Time of your scheduled appointment

Time for return trip

If mobility device or wheelchair will be used and, if so, the size of the wheelchair

Whether anyone will be riding with you

Call: 260-665-9856 or email: star@steubenco.org*

Reservation Hours: 8 AM—3 PM Monday—Friday

* When emailing—your trip is not reserved until you receive a return response confirmation.

Complaint/Appeals Process

Passengers may call and ask to speak with the transportation manager if customer service expectations are not being met. We appreciate the confidence you have placed in us to get you to where you want and need to go. We sincerely hope you enjoy your ride and we welcome feedback any time. We can be reached weekdays from 8AM—4PM by calling **260-665-9856**.

Appeals for suspension of services can be made in writing to the Executive Director within 30 days of notification of the suspension. If you wish to file a complaint concerning Title VI of the Civil Rights Act or complaint regarding ADA, you may contact the Transportation Coordinator at 260-665-9856 or visit our website at www.steubenco.org



The No-Show appeal process is as follows:

Riders who wish to appeal the decision will have 15 days from the receipt of their suspension letter to appeal the decision in writing to STAR Transportation.

Appeals will be heard and decided within 30 days of the receipt of the request.

While the appeal is in process, riders will still be able to receive transportation services until final decision is rendered.

A panel composed of members of the STAR Transportation team will hear appeals.

Individuals who appeal have the right to appeal in person on their own behalf and/or have others represent them (at the rider's expense) at appeal proceedings.

The determination made from the appeal will be in writing and will be final.

After a thorough review of all available information and testimony, the team of members will have 72 hours in which to issue a recommendation to sustain or reverse the suspension. The recommendation will be forwarded to the transportation manager for final review and implementation.

The transit manager will have 3 days to issue a final suspension decision in writing to the passenger involved. All final decisions will be implemented within 7 days of passenger notification.

Fares: (subject to change)

In-County Rates:

0-5 miles \$4.00 one way.

5-10 miles \$8.00 one way.

10-15 miles \$12.00 one way.

15 miles and over \$16.00 one way.

Out of County Rates are \$1.50 per mile.

Drivers are required to collect fares/punch cards prior to departure. Please have your fare or punch card ready upon boarding the vehicle. Fares are to be paid to the drivers for the exact amount due. **Drivers cannot make change.**

Prepaid punch cards can be purchased at the office or from drivers. Cards have a \$48 value for \$40. Punch cards are **non-refundable.**

Children accompanied by an adult: \$4.00 one way.

Children 12 and under must be accompanied by an adult, with the exception of school transportation. (Please call the office if you need school age children transported.)

Age 60+ ride for a suggested donation of \$4.00 within Steuben County through Title IIIB Federal Funding.

Donations are gratefully accepted. Donation envelopes are available in each vehicle.

Reasonable Accommodation—Modifications

Individuals needing a service accommodation or modification must notify STAR Public Transportation of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact STAR Public Transportation at (260)665-9856. Attempts will be made to honor all reasonable modification requests.

Rider Code Rights and Responsibilities

- All riders must wear shoes & shirts at all times.
- Eating, drinking & smoking are prohibited.
- Unlawful weapons, gas or any toxic materials are not permitted.
- No boarding a vehicle unless a driver is present.
- Passengers must schedule trips with the dispatch office (not with drivers).
- Passengers are encouraged to practice good personal hygiene to respect other riders and the driver.
- Passengers may not refuse to ride with other passengers.
- Because you will probably share a vehicle with other passengers: allow time for picking up and dropping off other passengers before you reach your destination.
- Be prepared for delays due to traffic or bad weather.
- Due to our goal of providing prompt, friendly & efficient service, we are unable to honor specific requests for drivers, vehicles, or routes.



Trips cancelled for reasons that are beyond the customers control will not be considered No-Shows. This includes missed trips resulting from sudden illness, family or personal emergency, appointment delay, or other unforeseen reasons for which it is not possible to call STAR Transportation to cancel in time, or to take the trip as scheduled. Although No-Shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel scheduled trips at least 2 hours prior to scheduled pick up time. Contact should be made with STAR Transportation as soon as possible. Lack of any contact will result in a No-Show being issued. STAR reserves the right to impose the appropriate No Show fee if cancellations are not made at least 2 hours prior to scheduled pick up time. Repeated failures to take scheduled trips, regardless of the reason, are subject to review.

Customers will be notified each time there is a No-Show. This notice could be verbally and or by email. The verbal communication or e-mail message will list the date, time, and location of the missed or late cancelled ride. Excessive No-Shows and late cancellations may result in suspension of service, as shown below.

Consequences for an established pattern or practice of No-Shows in a 30-day period:

- 1st violation: Verbal and or Email communication
- 2nd violation: 1 week suspension and No Show Fee
- 3rd violation: 2 week suspension and No Show Fee

The suspension of service will become effective 15 days from the date of the verbal and or e-mail notification in order to allow the individual an opportunity to appeal the suspension. The rider will have 15 days, from the date of the notification, to appeal the suspension decision by following the appeals process as outlined.

Late Cancellation and No-Show Policy

The purpose of this policy is to provide procedures for handling the suspension of service and appeals process for those passengers who have had their use of the service with STAR Transportation suspended due to No Shows and Late Cancellations. The pattern or practice of a No-Show is determined by the number of trips scheduled compared to the number of trips traveled. A pattern is established when a customer No-Shows for 30% or more of booked trips in a 30-day period. Service suspension penalties will be assessed for a pattern or practice of No-Shows. STAR Transportation imposes penalties for consistent late cancellations and No-Shows. Drivers are required to wait 5 minutes after the agreed scheduled time. Customers may be suspended when they show a pattern or practice of No-Shows of 30% or more during a 30 day period. STAR Transportation requires at least 24 hours notice for cancellation of trips. Monday trips must be canceled on the Friday prior to the weekend starting. **Late cancellations will be treated as No-Shows and will count towards No-Show penalties. Cancellation at the door will be treated as a No-Show as well.** This happens when the vehicle arrives at the location designated for a scheduled trip, waits the required 5 minutes and the customer notifies the driver at that time that they no longer need the scheduled trip.

No Show Fees are as follows:

In County \$10.00

Out of County \$20.00

STAR Transportation schedules pick-up and return trips separately and assumes all scheduled return trips are not needed following a No-Show unless notice is given by the customer. If a pick-up trip is a No-Show, STAR Transportation will cancel the return trip unless contacted by customer.

Door-to-door service

Door-to-door service is available for those passengers needing assistance. This means the driver will assist (escort) the passenger from the main entrance door of the origin to the main entrance door of the destination. Passengers must let us know extra help is needed at the time of booking the trip. Drivers will not enter a passengers home or any private residence. Drivers are to remain in sight of vehicles at all times; and cannot enter buildings to pickup or search for passengers. Passengers are to be ready and waiting at the door when the vehicle arrives. Passengers needing more than door-to-door assistance are asked to have someone accompany them on their trip.

Personal Care Attendant Policy (PCA)

Personal care attendants may ride STAR at no charge. A personal care attendant is someone who is designated or employed specifically to help a passenger with disabilities. The dispatcher must be notified a PCA will be riding with the passenger during the scheduling process. Friends and relatives riding along are considered traveling companions and are required to pay fees accordingly.

Inclement/Adverse Weather

Driver, passenger and public safety are our primary concerns. During adverse weather conditions, weather delays and cancellations will be announced on WLKI 100.3 FM radio (www.wlki.com), Facebook, News Channel 15 and Channel 21 alive.

For passenger and driver safety it is expected that walkways, pathways, and ramps will be kept clean and clear of hazards, ice and snow. If not, passengers will be asked to reschedule their trip when it is safe to transport.

Good Customer Service Expectation

STAR's goal is to provide prompt, efficient, and friendly service to ALL passengers. In order to make this happen riders must be ready to board when the vehicle arrives. Please be ready at the beginning window of time that was given to you when you made your reservation. Drivers are only permitted to wait five (5) minutes past the scheduled pickup time before moving on to pickup other passengers. **Office staff and drivers will not call when the driver arrives to pick you up.** You may not be able to go directly to your destination if it is necessary to pickup other passengers along the way. To ensure the vehicle will be on time for ALL passengers, drivers cannot make unscheduled stops.

Unruly Passenger Policy

Disruptive, abusive, or argumentative passengers will not be tolerated on STAR vehicles, at the COA/STAR offices or on the phone. Without placing themselves or other passengers in danger, drivers will request any passenger who is being disruptive, abusive or argumentative to discontinue the behavior. Passengers who continue this behavior will be reported to dispatch and/or taken to the nearest public place and asked to leave the vehicle. If you are at the COA/STAR offices or on the phone with staff and you are being verbally abusive or argumentative staff will request the behavior to discontinue. If the behavior continues it can result in the passenger not being able to book a ride and possible suspension for booking future rides.

Package Policy

For the safety and convenience of all passengers: No big, bulky, or heavy items are permitted. Each rider is limited to 8 bags per trip. The STAR Transportation driver is not responsible for carrying your items at drop off. If the passenger has more than the Package Policy allows, STAR reserves the right to refuse transportation.

Restraint Securement

All drivers/passengers regardless of age or disability must wear seatbelts when seated anywhere in a STAR vehicle. (Unless there is a signed medical release on file with our agency.) All wheelchairs & scooters will be secured with a four point, tie-down method. All children under eight (8) years old MUST have their own approved car seat or booster seat to use the service. Infants & children under the age of four (4) and weighing less than forty (40) pounds must be in an approved, properly secured child safety seat while being transported on STAR. The passenger must furnish the child restraint system and secure the child in the seat. Drivers will not secure the child restraint system and will hold the accompanying adult responsible for the securement.

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. STAR Public Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

Americans with Disabilities Act; An entity shall not refuse to provide service to an individual based solely on the individual's disability that results in appearance or involuntary behavior that may offend, annoy or inconvenience employees of the entity or other persons.

Service Animals

Service animals are permitted to accompany individuals with disabilities on STAR. Passengers must notify the dispatcher that a service animal will accompany them when scheduling the trip. Service animals cannot block exits, ride on seats, or use the lift unless their handler uses the lift. Animals can be excluded if it exhibits a direct threat to the health/safety of others.