

## SERVICE AREA

OCTS provides demand response, curb-to-curb, advance reservation transportation service within Orange County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

OCTS is public transportation so anyone can ride! Riders must share the van with others who are traveling at the same time and in the same direction.

## SERVICE HOURS

**Weekdays: 5:00 A.M. – 5:00 P.M.**

## HOLIDAYS

OCTS is closed on Thanksgiving and Christmas

## OCTS IS ACCESSIBLE

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.

## REASONABLE ACCOMMODATIONS

Individuals needing a service accommodation or modification should notify OCTS of the request when making a reservation. OCTS will attempt to honor all reasonable accommodation requests. For more information regarding the policy or how to file a complaint, please contact OCTS Transportation Director at (812)723-4043.

## TRANSPORTATION OF CHILDREN

An adult must accompany all children younger than 9-years old unless the child's parent or guardian has made prior arrangements.

## PORTABLE OXYGEN AND RESPIRATORS

OCTS transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

## SERVICE ANIMALS

OCTS welcomes service animals. Individuals riding with service animals must control the service animal. Riders are permitted to bring Non-Service animals on board, however they must be caged.

## FARE INFORMATION

Fares are based on trips made within city limits as follows:  
INSIDE PAOLI, FRENCH LICK, OR ORLEANS LIMITS:  
Round Trip: \$5.00 One way: \$4.00

### ORLEANS TO PAOLI

Round Trip: \$6.00 One way: \$5.00

### FRENCH LICK TO PAOLI:

Round Trip: \$7.00 One way: \$6.00

### ORLEANS TO FRENCH LICK:

Round Trip: \$15.00 One way: \$14.00

\$1.00 per extra stops in route

To find out the exact cost of a trip between two points outside of city limits or the county call the OCTS office at (812) 723-4043.

## HOW DO I PAY FOR MY TRIP?

You are expected to pay your fare with correct change or be covered by a contract as you board the van. Drivers are not permitted to make change.

We can't transport you unless you pay for your trip or your trip is being paid for under a contract with OCTS.

Donations to OCTS are gladly accepted, however tipping the driver is not permitted.

## WE ARE A MEDICAID PROVIDER!

### TITLE VI

OCTS complies with Title VI of the Civil Rights Act. All services are provided without regard to race, color, and national origin. Persons wishing to file a Title VI complaint should contact the Transportation Director Crystal Mattingly, at (812) 723-4043.

**Medicaid: Verida- 855-325-7611**

**HIP: LCP - 800-508-7230**

**Anthem: WellTrans – 844-772-6632**

# OCTS

**Orange County Transit Services**  
**Providing transportation to the Public**  
**since 1996**

### Mission Statement:

**It is our mission to provide safe, reliable, affordable and efficient public transportation in the Orange County area**



**Come Ride with Us!**

**Phone (812) 723-4043**

**(888)826-2920**

**Fax (812) 723-4487**

**Indiana Relay Service Dial 711 or**

**(800)743-3333**

**(For the Hearing Impaired)**

**986 W Hospital Rd**

**Paoli, IN 47454**

**www.firstchancecenter.com**

**"Meeting Needs & Providing Choices"**

**Brochure Revised 1/24**

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

## 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. Trip reservations must be requested 72 hours in advance of requested pick up time.

To register or to schedule trips call (812)723-4043 between 5:00 am - 5:00 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Hearing impaired persons can call the Indiana Relay Service at 711 or (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.

## WILL CALLS

Sometimes it may not be possible to schedule a time for your return trip. If this is the case you can schedule a Will Call. With a Will Call you call when you are ready to go. Unfortunately, because Will Calls don't have a scheduled time there may be a long wait before you can be picked up. You may also have to wait for a van that is heading to your part of the county. For best service you should only schedule a Will Call as a last resort.

## RIDER PICK UP

OCTS HAS A 15 MINUTE PICK-UP WINDOW. THIS MEANS THAT THE VAN CAN ARRIVE TO PICK YOU UP ANYTIME FROM 15 MINUTES BEFORE TO 15 MINUTES AFTER YOUR SCHEDULED PICK-UP TIME

## CANCELLATIONS AND NO SHOWS

You must be ready to go and be outside or waiting where you can see or hear the van and be seen by the driver anytime during the pick-up window. Once the van arrives it will only wait 5

minutes before moving on and reporting you as a No Show. Once the van leaves your pick-up point it may not be able to come back.

It is important that if you don't need your trip that you cancel at least 60-minutes prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed.

If the van arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least 60-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 recorded as a No Show for 25% of your scheduled rides within a 60-day period your service will be suspended for 10-days. You can appeal your suspension by calling OCTS at (812) 723-4043 and asking to speak to the Transportation Director.

## SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

Children less than 4-years old or 40-lbs. must be secured in a car seat. Children between the ages of 4 and 8-years old and less than 4'9" must use a booster seat. Car and booster seats are the responsibility of the parent or guardian.

## RIDER COURTESY

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

## PROHIBITED ACTIVITIES

No smoking is permitted on the vehicle.

No open containers of alcohol are permitted on the vehicle.

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

## ASSISTANCE

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

The driver may assist you to and from the curb 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.

Riders are requested to limit carry-on bags to 5 paper or 10 plastic bags. Bags must be small enough not to obstruct other riders and stored out of the aisles. It is the responsibility of the rider or his/her attendant to load and unload bags. Items, including medications, cannot be left unattended by riders.

## Inclément Weather

For possible delays or closure please listen to the radio on WUME 95.3/Q100 100.1 or check the Louisville news stations or First Chance Center Facebook. Due to poor road conditions, remoteness or other conditions service may not be available in all areas.

**THIS BROCHURES IS AVAILABLE IN ALTERNATIVE FORMS UPON REQUEST**  
**Interpreter Services Are Available**