

# WHAT TO DO

## SCHEDULE A TRIP

1. Call (855) 743-3843 at least 48 hours ahead (2-6 weeks preferred)
2. Notify dispatch if accompanied by a Personal Care Attendant
3. Notify dispatch if accompanied by pet or service animal

Trips can only be scheduled by contacting the dispatch office. Drivers cannot schedule trips.

## CANCEL A TRIP

Call dispatch at (855) 743-3843 at least 1 hour before the scheduled pick-up time to cancel a trip.

## SERVICE & DISPATCH HOURS

Monday through Friday 7 am to 5 pm

Scheduling, cancellations, rescheduling, or service questions may be left on the voice mail when the office is closed.

## PERSONAL CARE ATTENDANT (PCA)

Riders must notify dispatch that a PCA will also be riding when scheduling the trip. PCA's may ride at no additional cost. A Personal Care Attendant is someone who is designated or employed to assist the rider.

## TRIP FARES

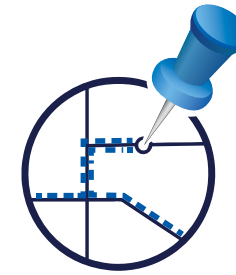
	One-way Trip	Unlimited Monthly Pass
59 and younger	\$4.00	\$33.00
60 and older	\$2.50	\$25.00

## ACCESSIBILITY

Vehicle lifts are available for all riders when needed. Vehicles are designed in compliance with the Americans with Disabilities Act (ADA) requirements. They can accommodate common wheelchairs up to 30" x 48" measured at 2" above the ground and weighing no more than 600 pounds when occupied.

## DOOR TO DOOR SERVICE

Drivers will escort riders from the entrance of the pick-up location to the entrance of the drop-off location (upon request). Walkways, pathways, and ramps should be kept clear of hazards, ice, and snow. Drivers are strictly prohibited from entering a private residence unless a life-threatening emergency exists.



# TRAM

YOUR DESTINATION CONNECTION



Transportation for  
Rural Areas of  
Madison County

16 E 9th Street Room 100  
Anderson, Indiana 46016  
[www.ridethetram.com](http://www.ridethetram.com)

## PLAN AHEAD

Connect to adjacent transit services!

Coordination with adjacent services must be made in advance and is the responsibility of the rider.

## CONTACT US

The Transit Services Coordinator can be reached at (765) 640-4201.

Ideas, concerns, suggestions, and issues are welcome.

## NEED A LIFT?

Call (855) RIDE-THE-TRAM  
to schedule a ride

## WHAT TO EXPECT

### PICK-UP

Riders must be ready for pick-up 15 minutes before and up to 15 minutes after the scheduled pick-up time. Drivers will only wait 5 minutes past the scheduled pick-up time before leaving.

### DROP-OFF

Riders will be dropped off 15 minutes before and up to 15 minutes after the scheduled drop-off time.

### RIDER ASSISTANCE

- Assistance on and off vehicle
- Wheelchair lift available
- Assistance securing wheelchairs
- Assistance fastening seatbelts
- Door to door service (upon request)

### INCLEMENT WEATHER

TRAM reserves the right to delay or cancel operations during adverse weather conditions. Delays or cancellations will be made via local media.

### PORTABLE OXYGEN TANKS

Portable oxygen tanks are permitted, but riders must ensure the tanks are properly secured to prevent injury.

### SERVICE ANIMALS

Riders must notify the dispatch that a service animal will accompany them when scheduling the trip.

### PETS

Pets may be transported with the rider if the pet is in a kennel style pet carrier. Drivers are not permitted to carry the pet carrier on or off the vehicle.

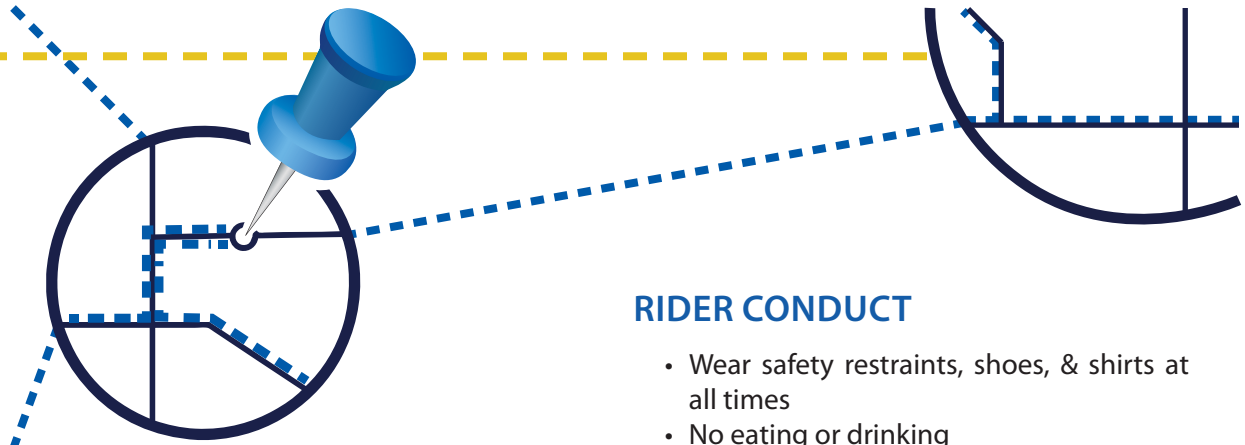
### GROCERIES & PARCELS

Riders are limited to 5 carry-on packages in a single trip. No large boxes, bulky items, or oversize bags are permitted. Drivers may assist riders if able. All items must be small enough to be placed in the storage area or stored without disrupting aisles.

### RIDER CONDUCT

- Wear safety restraints, shoes, & shirts at all times
- No eating or drinking
- No use of tobacco products
- No weapons
- No alcohol, toxic items, or gasoline
- Aisles must be kept clear
- Children 10 years & younger must be accompanied by an adult
- Children 4 years & younger or less than 40 lbs. must ride in a child's car seat (provided by the rider)
- Riders may not get on or off the vehicle without the driver present
- Practice good personal hygiene
- Respect other riders and the driver

Riders failing to follow these rules may be denied the privilege of riding. TRAM is not responsible for lost, stolen, or damaged articles.



## BE CONSIDERATE

Cancellations and no-shows can delay and deny service to other riders.

6 cancellations within a 30-day period may result in the denial of service for 30 days.

3 no-shows within a 30-day period may result in the denial of service for 30 days.

No-show riders will still be charged for the trip. If a no-show also scheduled a return trip, the return trip is automatically cancelled unless the rider calls to reconfirm the trip.

## RESPECT OTHERS

Continued misbehavior will result in a suspension of service.

Unruly Riders may be asked to leave the vehicle and law enforcement contacted if necessary.