

## SERVICE/SERVICE AREA

WOW Public Transit provides demand response, curb-to-curb public transportation service within Wells County. 24 hours advance reservation is requested. Service is on a first come first served basis limited to available capacity. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

WOW 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. WOW is not a taxi!

## SERVICE HOURS

**Monday - Friday 6:00 A.M. – 7:00 P.M.**

## ACCESSIBILITY

Individuals with mobility disabilities are welcome to use either manual or motorized mobility devices. Vehicles with wheelchair lifts will accommodate standees upon request. WOW Public Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

## FARES / Exact Fare Required

All fees are based on one-way trips and are listed per person. You must have exact fare or a punch card to ride, **DRIVERS DO NOT MAKE CHANGE. Drivers are responsible to collect fares. Please have exact change ready!** Drivers cannot hold onto money for your next ride, any extra will be considered a donation.

### Current WOW Fares:

Seniors 60+ donation only, **Donations encouraged**

Under 60 years of age ~ **\$2** in the city of Bluffton  
~ **\$5** in Wells County

Children under the age of 12 may ride with a person paying full fare and will be charged \$1 each. Children under the age of 12 traveling alone will be charged regular WOW Fares listed above and must understand to stay seated, buckled and wearing a mask without an escort. Children 12 and older pay regular WOW fares.

We provide out of county transportation (fares based on mileage, limited to 50 miles from base) on Tuesday and Thursday for medical appointments only.

WOW Public Transit is a Medicaid Provider. To schedule traditional Medicaid transportation call VERIDA at 1-855-325-7586, request Wells County Council on Aging or Wells on Wheels as your preferred provider.

## PREPAID PUNCH CARDS

WOW cards (\$10 for a \$12 card) are available for purchase in the office located at 225 W. Water Street.

Your in-city trip to the office to purchase a card is provided at no cost to you. If you live outside city limits and your trip is outside the city limits, please let dispatch know and they will send the card/s with your driver.

## SERVICE ANIMALS

WOW Public Transit welcomes service animals. Service animals must be under the constant control of their handler. Riders are permitted to bring Non-Service animals on board, if in an appropriate cage or pet carrier or on a leash and under control at all times.

## ADA REASONABLE MODIFICATIONS

### (Special Needs)

Individuals needing a service accommodation or modification must notify WOW Public Transit 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 WOW Public Transit at (260) 824-4969. Attempts will be made to honor all reasonable modification requests.

## TITLE VI

WOW 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 they have 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 (260) 824-1070, (TTY 711); email TITLE VI to [dispatch@wellsonwheels.com](mailto:dispatch@wellsonwheels.com) or visit our administrative office at 225 W. Water Street, Bluffton, Indiana 46714.

For more information, visit [www.councilonaginginc.com](http://www.councilonaginginc.com).

Complaints may be filed directly with the FTA at:

Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave., SE  
Washington, DC, 20590

NOTE: All vehicles are equipped with GPS units and Security cameras for the safety of everyone.



## WELLS ON WHEELS (WOW) RIDER GUIDE

### Mission Statement:

**To assist the people of Wells County meet their mobility needs and maintain their independence by providing safe, responsive, and efficient public transportation in the Wells County area.**

Phone (260) 824-4969

Fax (260) 824-1010

Toll Free 877-477-4WOW (4969)

Indiana Relay Service Dial 711

(For the Hearing Impaired)

225 W. Water Street

Bluffton, IN 46714

[www.councilonaginginc.com](http://www.councilonaginginc.com)

### OFFICE HOURS

**Monday – Friday 8:30 a.m. to 4:30 p.m.**

Service is not available on weekends or most major holidays. Please call for a complete list.

**SERVICES FUNDED IN PART BY: The Federal Transit Administration 5311 Program, and the Indiana Department of Transportation Public Mass Transit Fund, Wells County & Bluffton City Government, United Way of Wells County, AIHS Title III funds from the Older Americans Act, Program service fees, fundraising efforts & charitable contributions.**

This brochure revised December 2023, supersedes all previous publications.

## WHAT ARE MY RESPONSIBILITIES & RIGHTS AS A RIDER?

Our service is shared ride. Your responsibility is to be respectful and courteous to others. Riders must wear shoes and shirts and must practice good personal hygiene and wear protective garments as needed for the respect of other riders and the driver.

Eating, drinking, chewing tobacco, smoking and illegal drugs are strictly prohibited. Please do not play loud music, engage in loud conversation, touch, or disturb others. Profanity, intimidation, and fighting are not allowed. Illegal acts, threats or acts of physical violence will not be tolerated. WOW 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.

Weapons, gasoline, or any toxic / flammable materials are not permitted on the vehicles. Garbage, recycling, shopping carts, lawn mowers, bicycles, large objects, etc. are also forbidden.

Passengers must wear seat belts at all times. All children over 8 years old must wear a seat belt.

An adult must accompany infants and children under the age of 4. Children less than 4-years old or 40-lbs. must be secured in a federally approved car seat (provided and secured by the accompanying adult). Children between the ages of 4 and 8-years old and less than 4'9" must use a booster seat. All children who are under the age of 8 years old must have their own car / booster seat to use the service. *WOW Operators are not responsible for securing.*

Strollers, laundry containers (must be sealed plastic container, limit 2) and grocery bags must be kept out of the walkways and not block emergency exits. Riders are requested to limit carry-on bags, bring only as many bags as you can reasonably carry.

Riders are not to enter or exit the vehicle without a driver present. This is for your safety!

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

## 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 made at least 24 hours in advance** of requested pick up time.

To schedule trips passengers must call (260) 824-4969 between 6:00 am - 6:30 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver.

Passengers must include the following information when scheduling trips:

- Name(s) / DOBs (of each rider)
- Telephone # (required)
- Medicaid # (if applicable/approved)
- Date you would like to travel
- Pick-up/Drop-off addresses
- Time of Pickup/Appointment
- If need wheelchair lift to board the vehicle

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.

Hearing impaired persons can call the Indiana Relay Service at 711 for assistance in scheduling trips.

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

## 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 be picked up. Since Will Calls don't have a scheduled time there may be a long wait before you can be picked up. For best service you should only schedule a Will Call as a last resort.

## PICK UP WINDOW

We make every effort to be as prompt as possible, however; *WOW Public Transit* has a 30-minute pick-up window. This means that the bus can arrive to pick you up anytime from 15 minutes before to 15 minutes after your scheduled pick-up time. **If there is no response within 5 minutes of our bus arriving at your pickup, (drivers are only required to wait 5 minutes) you will be considered a No Show and charged \$10 for our trip to pick you up.** Please call no later than 15 minutes of your scheduled pick-up time if the driver has not arrived.

## CANCELLATIONS AND NO SHOWS

*Please only schedule trips you intend to use. To ensure that we stay on schedule* it is important that if you don't need your trip that you cancel at least ½ hour prior to your scheduled pickup time. Cancellations can be left on our voice mail, PLEASE LEAVE A MESSAGE, when the dispatcher is busy or 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 ½ hour 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 all 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 and you have already received a No-Show warning, you will be assessed a \$10 No Show fee which must be paid by the next time you ride.**

## SAFETY

Seatbelts must be worn at all times while the vehicle is in motion. All mobility devices must be secured with our 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

## 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 (or door if requested) when boarding or leaving the bus but is not permitted to enter a residence or building.

An escort or personal care attendant (one) may accompany you at no charge if you are disabled or injured and require additional assistance. All Nursing Home residents requiring nursing care are required to have an accompanying assistant.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, *WOW 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. Drivers will assist as needed, but only to the door.

## WEATHER CLOSINGS AND CANCELLATIONS

For possible delays or closures please watch **WANE TV**, listen to **WOWO**, check our Wells on Wheels & Wells County Council on Aging Facebook pages or our website [www.councilonaginginc.com](http://www.councilonaginginc.com). We reserve the right to restrict or cancel our transportation service based on impending weather changes, road conditions, etc.

This brochure is available in alternative format and access to an interpreter is available with advance notice.

We sincerely appreciate the opportunity to provide your transportation needs and sincerely hope this Rider Guide will answer many questions you may have.