

Grocery/Parcel Policy

Passengers are requested to limit carry-on packages to five (5). Drivers will assist passengers with packages if they are less than five (5) pounds. If additional assistance is necessary, passengers should have a companion accompany them. This person will be required to pay a fare unless they are a PCA. All packages must be small enough to be placed in the storage area of the vehicle or out of the aisles. No big boxes, bulky items or large bags that would be considered a "household" move are permitted.

Good Customer Service Expectation

STAR places high value on being on time. It is recognized though, that things do happen from day to day that will on occasion prevent 100 percent on-time service. STAR strives to have passengers picked up no more than 15 minutes before or after their scheduled pick up time. STAR is committed to providing courteous, friendly, and prompt service. Voice mails are checked at least once every hour, and all calls are returned within one (1) hour during normal business hours.

Inclement/Adverse Weather

Driver, passenger and public safety are our primary concerns. During adverse weather conditions, listen to WLKI radio station for any announcements concerning weather delays or cancellations.

Complaint/Appeals Process

Passengers may call 260.665.9856 and ask to speak with the transportation manager or the executive director if customer service expectations are not being met. We also accept positive ideas for improvement, as well.

Thank you

Thank you for riding STAR. We appreciate the confidence you have placed in us to get you to where you want and need to go. We sincerely hope you enjoyed your ride and we welcome feedback any time. We can be reached weekdays from 8AM - 4PM by calling **260.665.9856**.



How:

STAR Public Transportation is a service provided by the Steuben County Council on Aging with funding provided in part by Steuben County Government, Steuben County United Way, INDOT 5311 funds, AIHS Title IIIB funds from the Older Americans Act, program service fares, fundraising and charitable contributions.

Senior citizens 60+ ride to any destination within Steuben County during normal business hours for a donation. No senior citizen will ever be denied a ride for the inability to pay.

Steuben County Council on Aging, Inc.

317 S Wayne Street, Suite 1B
Angola, Indiana 46703

steubencountycouncilonaging.org

260.665.9856

STAR Rider's Guide

*"County-wide Public
Transportation for
Everyone"*

**"Catch A STAR"
Call 260.665.9856**

Visit us at our web page for more information
steubencountycouncilonaging.org



Thank you for riding STAR (Steuben Takes A Ride). We thank you for the opportunity to provide your transportation needs within Steuben County.

General Information

When: Catch A STAR

8:00 AM to 4:00 PM, Monday-Friday

What: STAR (Steuben Takes A Ride)

Public Transportation, County-wide, for all ages

Where: Any legal destination within Steuben County

Fares:

STAR's ages 60+ ride for a donation anywhere within Steuben County during hours of operation

STAR's ages 13-59 ride for \$2.00 for each one-way trip within Angola City limits. \$5.00 for each one-way trip outside Angola City limits.

STAR's 0-12 ride for \$1.00 if accompanied by an adult (An adult **MUST** accompany infants and children under twelve (12). All children who are under eight (8) years old **MUST** have their own approved car seat or booster seat to use the service.

How to Pay Fares:

Fares are to be paid to the drivers for the exact amount due. Drivers **do not** make change. Please have your fares ready to pay in cash upon each one-way trip.

Service Provision

Door-to-door service is provided for passengers needing assistance. Drivers secure wheelchairs and fasten seatbelts with approved methods and equipment.

Door-to-Door Service Policy

Door-to-door service means the driver will assist (escort) the passenger from the main entrance door of the origin to the main entrance door of the destination. It is expected that walkways, pathways, and ramps will be kept clean and clear of hazards, ice and snow. Drivers are not to enter a passenger's home or any private residence unless a life-threatening emergency exists.

Cancellation and No-Show Policy

Three (3) cancellations within a sixty (60) day period may result in denial of service for thirty (30) days. Cancellations require 24 hours notice. No-shows cause service delays and potential denial of service to other passengers. Passengers who have scheduled a return trip and are a no-show for the pickup trip are automatically cancelled for the return trip. STAR reserves the right to charge a no-show passenger as if the trip has been taken.

Rider Code Rights and Responsibilities

All riders must wear shoes & shirts at all times to ride STAR. Eating, drinking & smoking are prohibited. Children 12 & under must be accompanied by an adult, with the exception of school transportation (call the office if you need school age children transported). Riders with disabilities may bring a service animal. Personal care attendants will ride at no charge. Riders are only permitted to bring packages on board that can be carried in one trip, with the exception of scheduled shopping runs. Strollers and grocery bags or carts must be kept out of the walkways. Weapons, gasoline or any toxic materials are not permitted on or off the vehicle. Passengers are not to get on a vehicle without a driver present. Passengers must wear safety restraints at all times. Children four (4) and younger (less than 40 pounds) must ride in an approved federal car seat (provided by the passenger). Passengers failing to abide by these rules will be denied the privilege of riding STAR. STAR is not responsible for lost, stolen or damaged articles. Passengers must make travel scheduling with the dispatch office (not with drivers). Passengers are encouraged to practice good personal hygiene to respect other riders and the driver.

Please be considerate of your fellow passengers

Accessibility

Wheelchair accessibility available. Passengers with wheelchairs or scooters can use the lift. Passengers who are disabled and unable to climb stairs may use the lift. Shopping carts and/or baby strollers may not be carried on the lift.

Restraint Securement

All drivers and passengers regardless of age or disability must wear seatbelts when seated anywhere in a STAR vehicle. All wheelchair/scooters will be secured with a four point, tie-down method. Infants/children under the age of 4 and weighing less than forty (40) pounds must be in an approved, properly used 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 passenger responsible for this securement.

Unruly Passenger Policy

Disruptive, abusive, or argumentative passengers will not be tolerated on STAR. Without placing themselves or the other passengers in danger, drivers shall request any abusive passenger to discontinue the behavior. Passengers who continue objectionable activity shall be reported to the dispatcher or taken to the nearest public place and asked to leave the vehicle. Once a passenger has been asked to leave STAR due to disruptive or abusive behavior, they will be terminated from riding STAR permanently.

Service Animal/Pet Policy

Service animals are permitted to accompany individuals with disabilities on STAR. Pets may be transported with the passenger if the pet is in a pet carrier (kennel style) designed for the containment of the pet. When the trip is scheduled, passengers must notify the dispatcher that a service animal and/or pet will accompany the individual. Drivers are not permitted to carry the pet carrier on or off the vehicle.

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 to assist a passenger. The dispatcher must be notified a PCA will be riding with the passenger during the scheduling process.

All services are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry.