



Mobility Devices/Lift Procedures

- Lift will be provided for those with walkers, mobility devices, and/or those who have difficulty using the steps.
- For your safety, handrails are provided.
- We may request that your mobility device be backed on the lift to equal out weight distribution.
- All mobility devices must be turned off while life is in motion.
- For safety reasons, all devices, including portable oxygen tanks, will be secured.
- Ensure that items are not attached, hanging on the back, or any side of a mobility device that might restrict the ability for the driver to safely secure the mobility device.
- Passengers who use scooter-type devices, who are capable of transferring to a vehicle seat, are strongly urged to do so before transport.

Americans With Disabilities Act (ADA)

In 1990, the Americans with Disabilities Act (ADA) was signed into law. As a major piece of civil rights legislation, the ADA protects all peoples' rights without regard to their physical and/or cognitive disabilities. The ADA specifies that all people have a right to be able to use available public transportation. The ADA requires those individuals not able to independently ride public buses, be provided with an equivalent, complementary service for their transportation needs. Visit www.columbus.in.gov/columbus-transit for more information.



» Call-a-Bus «

Bus Service Hours

Mon-Fri : 6pm to 8pm
Saturday : 6pm to 6pm

Hours and Days of Reservation Requests

Mon-Fri 8am to 4pm
Sunday 8am to 4pm (taken by voicemail)

Reservations can be made 3 weeks in advance.



» Call-a-Bus for ColumBUS Transit

812-376-2507

ColumBUS City Transit strives to provide the safest and most efficient service to all of Columbus passengers and to meet the Requirements of the Americans with Disabilities Act of 1990.



ColumBUS City Transit must rely on certain Guidelines that ensure quality service for all passengers.



Eligibility

Persons who, because of their disability, cannot independently board, ride, and or disembark from an accessible fixed route vehicle. Persons who, because of an impairment related condition, cannot get to a fixed route.

Applications

To qualify for Call-A-Bus, an application must be filled out, submitted, and approved. Applications are available on the bus, Bus Depot, or online at columbus.in.gov

Paused Fair Structure

All of ColumBUS Transit service fares have been paused indefinitely.
Drivers are not allowed to accept tips or gratuities.



Reservations

Reservations may be made 3 weeks in advance:

Call (812) 376-2507
Mon-Fri 8am to 4pm
Sunday 8am to 4pm (taken by voicemail)

Info Needed to Schedule:

Before calling, please have this information ready:

- Name of recipient
- Date of request
- Destination of pick-up
- Appointment starting time
- Appointment ending time or approximate pick-up time
- Lift is required with use of mobility device, walker, etc.
- Attendant

Cancellation Policies

To cancel reservations, passengers should notify dispatch as soon as possible, but at least one (1) hour before their scheduled transport time.



Ride Expectations

- Expect a "shared-ride" service. Others may be picked up after or before you reach your destination.
- When the reservation is made, the rider will be given a scheduled pick-up time and the van may arrive 15 minutes early. The rider must be ready to depart on time. Drivers can only wait 5 minutes after the scheduled pick-up time.
- Any change in reservations must be made through the office prior to your trip.
- Law requires seat belts. If necessary, drivers will assist.
- Remain seated at all times while the vehicle is in motion.
- Passengers are expected to treat dispatchers, drivers, and other passengers courteously.
- No open containers of food, drinks, or alcohol (drinks with screwed-on lids are allowed; all other are prohibited).
- No smoking, electronic cigarettes, or tobacco use.
- No carrying firearms or weapons of any type (unless otherwise authorized by law).
- Laundry brought on bus must be in a sealed container or tied plastic bag, limited to what you can carry in one trip while boarding van.
- Cell phones must be muted. Speaker chat prohibited.



Attendants

An attendant is someone who is essential to the passenger for mobility.

- One attendant may accompany a passenger.
- The attendant must be picked up and dropped off at the same location as the passenger.
- Drivers are not allowed to perform attendant duty functions.
- Call-A-Bus is a curb-to-curb service. Drivers are not allowed to enter the home or go inside the destination.
- Door to door assistance by request.

Transporting Service /Non-Service Animals

- Service animals may travel on Call-A-Bus to provide assistance to individuals with disabilities.
- Service Animals must remain on a leash and under full control of the owner at all times.
- Please inform the office when booking your reservation that you will be traveling with a service animal.
- Animals that are not Guide, Signal, or Service Animals are considered as pets and must be carried in an appropriate enclosed container (pet taxi) while on the vehicle.

Transporting Packages

- Call-A-Bus is a shared ride. Passengers should limit their parcel, groceries, etc. to the amount that you can carry in one trip.
- Drivers are not permitted to assist.
- All items must be safely secured within your personal space.

