

## SERVICE AREA

MCPT provides demand response, curb-to-curb, transportation service for points of origin throughout Marshall County. MCPT travels to destinations within a two-hour radius (in Indiana), including South Bend/Mishawaka, Fort Wayne, & Indianapolis among others. Please call for specific destination availability. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

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

All trips outside of Plymouth city limits are pre-scheduled on a first-come, first-serve basis. Trips within Plymouth city limits are by demand-response service. Please call at least 30 minutes ahead for destinations with specific appointment times (i.e. doctor appointments.)

## SERVICE HOURS

**Monday - Friday: 7:30 A.M. – 5:00 P.M.**  
**or by appointment (last call for in-town Plymouth service is 4:30 pm)**

## HOLIDAYS

MCPT is closed for ten holidays per year. Please call if you have a question about a specific day.

### Inclément Weather

For possible delays or closure please listen to WTCA Radio - FM 106.1 or AM 1050. Due to poor road conditions, remoteness or other conditions service may not be available in all areas.



## MCPT 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 must notify MCPT of the request when making a reservation. MCPT will attempt to honor all reasonable accommodation requests.

## TRANSPORTATION OF CHILDREN

An adult must accompany all children younger than 12 years old unless the child's parent or guardian has made prior arrangements.

## PORTABLE OXYGEN AND RESPIRATORS

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

## SERVICE ANIMALS

MCPT 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

\$ 2.50 per boarding (each way), up to 5 miles  
\$ 6.00 per boarding (each way), 6-30 miles  
\$11.00 per boarding (each way), 31 or more miles

## TITLE III

Riders 60 years and older, traveling out of town to a doctor can ride on a donation basis. All in-town doctor appointments are subject to the \$2.50 fare.

## HOW DO I PAY FOR MY TRIP?

You are expected to pay your fare at the time of boarding. We can't transport you unless you pay for your trip or your trip is being paid for under a contract with MCPT (Medicaid, Title III, etc.) We provide Medicaid transportation and service to all Indiana VA facilities within our service area. Donations are gladly accepted, however tipping the driver is not permitted. Prepaid discount cards are available. One \$10 card is good for 5 boardings (up to 5 miles). \$30 cards are also available for 6 boardings for 6-30 mile trips.



## MARSHALL COUNTY PUBLIC TRANSIT

A SERVICE OF  
MARSHALL COUNTY COUNCIL ON AGING



*It is our mission to provide safe,  
reliable, affordable and efficient  
public transportation to  
everyone in Marshall County  
regardless of age or income*

Phone (574) 936-9904  
Toll-free (866) 936-9904  
Fax (574) 936-8904

1305 W. Harrison Street  
Plymouth, IN 46563

[www.MarshallCountyCouncilonAging.org](http://www.MarshallCountyCouncilonAging.org)

Indiana Relay Service Dial 711 or  
(877) 446-8722  
(For the Hearing Impaired)

Revised 5/2023  
SERVICES FUNDED IN PART BY: United Way of  
Marshall County, Area 2 Agency on Aging,  
The Federal Transit Administration, and the Indiana  
Department of Transportation

Marshall County Council on Aging is an  
Equal Opportunity Employer

## TRIP RESERVATIONS

All trips (other than within Plymouth city limits trips –see below) are scheduled in advance on a first come, first served basis and are scheduled on a time and space availability basis.

To schedule trips call (574) 936-9904, or toll-free (866) 936-9904 between 8:00 am - 4:00 p.m. Monday - Friday. Trips cannot be scheduled by telling a driver. Medicaid trips can be scheduled by calling Verida at 1-855-325-7586.

Hearing impaired persons can call the Indiana Relay Service at 711 or (317)334-1413 or toll-free (877) 446-8722 for assistance in scheduling trips.

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. at the time you call to schedule your ride.

## PLYMOUTH IN-TOWN PUBLIC TRANSIT

Plymouth In-town public transit operates within the city limits of Plymouth only. No pre-scheduling is required – just call & go! Trips are \$2.50 each way, due at the time of boarding. Medicaid-covered trips must be prescheduled.

## SCHEDULED RIDER PICK UP

MCPT HAS A 15 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

## CANCELLATIONS AND NO SHOWS

Please be ready to go and be outside or waiting where you can see or hear the bus and be seen by the driver anytime during the pick-up window. **Once the bus arrives, it will only wait 5 minutes before moving on and reporting you as a No Show.** Once the bus 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 as soon as possible. Cancellations

can be left on our voice mail when the office is closed.

MCPT will confirm all scheduled trips 24-48 hours prior to pick up. If we cannot reach you to confirm 24 hours prior, your trip will be automatically cancelled. If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip with 24-hour notice, you will be considered a No-Show. No-Shows waste time and money, make other passengers late, and cause service denials to others. Frequent No shows (3 or more and at least 10% of the total trips scheduled in a given month) and frequent cancellations (5 or more and at least 20% of the total trips scheduled in a given month) may result in suspension.

## 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 must use a booster seat. Car and booster seats are the responsibility of the parent or guardian.

## CIVIL RIGHTS

MCPT complies with Title VI of the Civil Rights Act and the Americans with Disabilities Act. All services are provided without regard to race, color, or national origin (Title VI), or disability(ADA). Persons wishing to file a Title VI or ADA complaint should contact the Executive Director by phone at (574) 936-9904 or email at [jholiday.mcoas@hotmail.com](mailto:jholiday.mcoas@hotmail.com) for a Consolidated Title VI and ADA Discrimination complaint form, or download one from our website.

## RIDER COURTESY

Our service is “shared ride”, meaning you may be sharing the bus with others traveling at the same time. 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 bus.

## PROHIBITED ACTIVITIES

No smoking, no eating or drinking, and no open containers of alcohol are permitted on the vehicle.

Illegal acts, threats or acts of physical violence will not be tolerated. MCPT 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 public transportation service is provided from the curb at your pick-up point to the curb at your destination. For those needing additional assistance door-to-door service is available. Please let the scheduler/dispatcher know if you need assistance at the time you schedule your ride.

The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. If you need additional assistance (getting in to the doctor office or your home, putting groceries away, etc.), it is your responsibility to find someone to accompany you.

**An escort or personal care attendant may accompany you at no charge.**

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. Drivers will assist if necessary.

**THIS BROCHURE IS AVAILABLE IN ALTERNATIVE FORMS UPON REQUEST**

**Interpreter Services Are Available**