

About Us

Whitley County Council on Aging is the organization that oversees both The Woodlands Senior Activity Center and Whitley County Transit. Whitley County Transit, WCT, is the county's only public transportation provider. We transport Whitley County residents of any age, taking them to work, school, medical appointments, the grocery, pharmacy and many other places. Thanks to generous funding support we receive, residents 60 and over travel for a donation of their choice and will never be turned away due to an inability to pay for their trip.

Funding

WCT public transit is a service provided by the Whitley County Council on Aging with funding provided in part by the Whitley County Government, INDOT 5311 funds, AIHS Title IIIB funds from the Older Americans Act program, Medicaid, fundraising efforts and charitable contributions.

Eligibility

Whitley County Transit (WCT) provides door-to-door public transportation for Whitley County residents.

Problems

Riders may call 260-248-8944, toll-free 800-290-1697 or TTY 800-743-3333 to report any suspicious activity or if customer service expectations are not being met. WCT is not responsible for lost, stolen or damaged articles!

Public Notice of Rights Under Title VI of the Civil Rights Act of 1964

WCT 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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with WCCOA. For more information on Whitley County Transit's civil rights plan and the procedures to file a complaint, contact the Transit Director at 260-248-8944 or TTY 1-800-743-3333, or visit our office at 710 N. Opportunity Drive, Columbia City, IN 46725. For more information visit our website at www.whitleycountycouncilonaging.org

A complaint may be filed directly with the Federal Transit Administration at:

Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor -TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Americans with Disabilities Act and Reasonable Modifications

WCT operates in compliance with Title II of the ADA. WCT does not discriminate on the basis of disability. WCT will attempt to honor all reasonable modification requests. Passengers requiring special modifications should notify WCT at the time of requesting service. If you feel you have been discriminated against on the basis of disability, you may file an ADA discrimination complaint. To file a complaint contact (260) 248-8944, (TTY 800-743-3333) or visit our administrative office at 710 N. Opportunity Drive, Columbia City, IN. For more information, visit whitleycountycouncilonaging.org.

Whitley County Transit Rider's Guide



Provided by:



Whitley County
Council on Aging

Whitley Co.
TRANSIT



Updated April 2024

Visit Us



710 N. Opportunity Dr.
Columbia City, IN 46725



(260) 248-8944 or 1-800-290-1697
TTY Relay System 800-743-3333



www.whitleycountycouncilonaging.org

Office Hours: M-F, 8 AM - 4 PM



Transit Hours: M-F, 7 AM - 5 PM

Service not available on weekends or major holidays. See our website for a complete list of holiday closures.

Fares

* Children under 12 ride free with an adult. Adults must provide car seats for their young children.

* One attendant per rider is free. Regular rates apply for other attendants.

* Veterans: \$20 round trip for out of county trips. The Community Foundation supplements remainder of cost.

* Public rates apply for working seniors 60+.

* Seniors 60+ donation only; service is not denied to anyone who is not able to donate.

* **Drivers are responsible for collecting fares. Please have exact change ready.** For your convenience, you may buy Transit Punch Cards for \$40 per card (a \$45 value).

Distance	One-Way Fees	Round-Trip Fees
1-4 miles	\$6	\$12
5-10 miles	\$8	\$16
11-15 miles	\$12	\$24
16-25 miles	\$15	\$30
Over 25 miles	\$17	\$34
Out of county	\$29	\$58

Stated mileage are for trips made within Whitley County.



Reservations

Call 260-248-8944 (Toll-free 800-290-1697) or TTY Relay System 800-743-3333 **between the hours of 8 AM and 1 PM** to request a reservation for the next business day. **WCT cannot guarantee same or next day service.** Reservations should be made at least 48 hours in advance for in-county trips, and two weeks in advance for out-of-county trips. Service is provided on a first come first served basis, and is limited to available capacity.

Required information:

- Name and birth date
- Address and phone number of pick-up and destination location
- Time of pickup
- One-way or round trip
- If a mobility device will be utilized
- If a SERVICE ANIMAL or attendant will accompany the rider. One attendant per rider is free. Regular rates apply for other attendants.

Pick Up Time

Be ready 15 minutes before your scheduled time. Drivers will only wait 5 minutes for a passenger. Please call if the driver has not arrived within 15 minutes of the scheduled pick up time.

Inclement Weather

Refer to the following county travel status levels:

ADVISORY: WCT will be operational; however, we reserve the right to take further action based on impending weather changes. Watch WANE TV to check for cancellations.

WATCH: WCT will be in operation with no out-of-county trips except dialysis and limited local medical trips.

WARNING: Closed

All policies are available upon request.

Cancellation

Cancellations must be reported at least 2 hrs. prior to scheduled pickup time to avoid a “no-show” fee. If a cancellation is not reported and WCT comes to pick up a rider, that rider will be charged a \$10 “no-show” fee in Columbia City or a \$14 “no-show” fee in Whitley County.

WCT has an answering machine for after hours calls. Press 1 for transportation. **Please leave a message.**

Driver Responsibilities

The driver’s responsibility is to transport passengers safely from their door, provided driveways, walkways and ramps are clear of all hazards. Drivers may not enter a residence. **Drivers will assist passengers entering and exiting the vehicles and may assist with small packages to the door.** Drivers are to secure mobility devices and fasten seatbelts with approved methods and equipment. **Drivers are responsible for collecting fares. Please have exact change ready!**

Rider Rights & Responsibilities

Riders must practice good hygiene and be fully clothed, including shoes. Eating, drinking, swearing and smoking are strictly prohibited. Weapons, gasoline or any toxic materials are not permitted on the vehicles. Children 12 and under must be accompanied by an adult, with the exception of school transportation. Infants and children four (4) years and younger or less than 40 pounds must ride in a federally approved car seat (provided and secured by the accompanying adult). Strollers, grocery bags, or carts must be kept out of the walkways. **Riders have a carry on limit of 8 packages. Drivers will assist only to the door.** We highly recommend bringing a cart. Oxygen tanks are also permitted, but must be secured with straps. Passengers must wear seat belts at all times. Passengers are not to enter or exit the vehicle without a driver present. Passengers who fail to abide by these rules may be denied the privilege of riding WCT.