SERVICES PROVIDED

PCACS provides door-to-door, demand response service for seniors and people with disabilities who reside in, and want to be transported to a location, in Porter County.

- Drivers will push wheelchairs if needed.
- Drivers will deploy the lift for anyone requesting it's use.
- Drivers will assist clients with groceries and packages, not exceeding a total of 60 pounds per trip.
- Drivers are only allowed to provide "gentle assistance" (an arm for support). They are not allowed to offer additional physical assistance on stairs or from a wheelchair to a seat on the bus.
- Drivers are not allowed to enter a home or any other establishment, (an exception may be made for the purpose of notification of arrival at medical centers).
- Clients who need assistance inside their home or on the bus, must take responsibility for getting that assistance from another source.
- There is no charge for personal care assistants (PCAs) to ride.

REGISTRATION & SCHEDULING

ALL CLIENTS MUST REGISTER BEFORE SCHEDULING A RIDE

Registration can only be done by transportation staff:
Monday - Friday
8 am - 3 pm
219-462-4302

SCHEDULE RIDES WITH TRANSPORTATION STAFF

Monday-Friday 8am- 3 pm
219-462-4302

WITH THE ECOLANE APP - 24/7

SMART PHONES OR TABLETS

Search for **"Mobility by Ecolane"** at:
Google Play Store or Apple App Store

- Rides may only be booked up to 13 days in advance.
- Rides may be booked on short notice.
- If a ride is not available at the time you choose, you can search for alternate times.

BUS SERVICE HOURS

WEEKDAYS ONLY

Monday - Friday
FIRST PICK UP - 7:45 am
LAST PICK UP - 4:00 pm

$1 - ONE WAY

PICK UP TIMES EXPLAINED

We make every effort to pick you up as close to your requested time as possible. We really appreciate you being ready earlier. With the new system, we can only wait 5 minutes for you to appear at your door ready to go.

SUSPENSION OF SERVICES

PCACS reserves the right to refuse services to any person, that for any reason, hampers our ability to provide quality service to our patrons. This includes a documented pattern of scheduling abuses that are within the passenger's control. If your service is suspended, all currently scheduled rides will be cancelled.

PASSENGER'S RESPONSIBILITIES

BE ON TIME - The Echolane system only allows a 5- minute wait for you to ackowledge your intent to ride.

CANCELLING - If you need to cancel your ride, please do so as soon as possible.

ONLY SCHEDULE rides you are intending to use.

DRIVEWAYS AND SIDEWALKS must be safe and clear of any hazards, (snow and ice are considered hazards).

SEATBELTS must be worn at all times, and wheelchairs must be secured.

PAY THE FARE for each trip unless arrangements have been made in advance

DO NOT EAT OR DRINK while on the bus, unless you are a "qualified person" that requires you to eat or drink while in transit, for medical reasons.

SERVICE ANIMALS are the only animals allowed on the bus.

REPORT any safety or security issues.

PROPER LANGUAGE must be used at all times.

VISIT OUR WEBSITE for more information about PCACS services, programs, links and forms.
www.portercountyacs.org
or just Google PCACS

All PCACS buses are ADA compliant.
PCACS is an equal opportunity employer.

MISSION

PCACS extends a helping hand to seniors people with disabilities and low-income residents by providing compassionate services to improve their quality of life while maintaining their dignity and independence.

TRANSPORTATION FORMS & DOCUMENTS

Available upon request:

- Client Intake Form
- Subsidized Transportation Form
- Complaint Form
- Reasonable Modification Policy

All are available from the drivers, at the transportation office or on the PCACS website.

www.portercountyacs.org

Forms are available in accessible formats and assistance completing the forms is also available upon request.

Learn more about PCACS on the WEB!

www.portercountyacs.org

~ FACEBOOK ~
facebook.com/PCACS

~ INSTAGRAM ~
instagram.com/PorterCAC

YOU CAN HELP!

Please consider helping our community!

You can donate by clicking on the "Make a Donation" button on our website.
www.portercountyacs.org
OR
by sending a check to our office. Please make checks payable to PCACS and mail to:
1005 Campbell St
Valparaiso, IN 46385

Watch for fundraisers and thank you for your support!

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

PCACS
Porter County
AGING & COMMUNITY SERVICES
Programs for Senior, Disabled & Low-Income Residents

Serving Porter County for almost seventy years

DOOR TO DOOR
DEMAND RESPONSE
TRANSPORTATION
219-462-4302

Rider's Guide
July 2025

PCACS
Porter County
AGING & COMMUNITY SERVICES

1005 Campbell St
Valparaiso, IN 46385

Transportation
219-462-4302
PCACS main office - 219-464-9736

TRANSPORTATION SAFETY

Rider safety, respect for other riders and the driver and reducing driver distractions are very important in providing all with a reliable, convenient and safe PCACS experience. To ensure that the rides continue to run smoothly and safely, please adhere to the following PCACS rules and safety guidelines:

Abusive, disorderly conduct or profanity will not be tolerated; intoxicated or disruptive passengers will be suspended from our services.

- Be courteous and respect others.
- No alcohol or smoking on the bus.
- Always keep your head and hands inside the bus.
- Only service animals are permitted on the bus.
- Listen to the PCACS driver for important announcements.
- Store all items out of the aisle.
- No use of earphones with any sound producing devices.