Sources of Funds / Supporters

The services offered by the LaGrange County Council on Aging are made possible because of various funding sources. Federal and State dollars are assigned through agreements with Aging and In Home Services of Northeast Indiana under IIIB grant. INDOT provides financial assistance for capital purchases through sections 5310 and 5311 with a requirement for local matches. Section 5311 provides funds for operations for the public/rural transportation programs. In addition, the LaGrange County Commissioners provide financial assistance for transportation. Other local organizations provide general financial support to the LaGrange County council on Aging. Grants and funds have been donated by Parkview LaGrange Hospital, LaGrange County Community Foundation, Goshen Health System, LaGrange County REMC-Operation Round Up, LaGrange United Fund, many local churches, businesses and individuals.

We would like to welcome you to the LaGrange County Area Transportation Program. Throughout this guide you will find helpful information regarding transportation, companions, trip information, cancellations, guidelines and Medicaid trips.

Service Area

The LaGrange County Area Transit service is available anywhere throughout LaGrange County and outside of the county within an approximate 60 mile radius. Normal hours of operation are 5-5, but we will make exceptions for medical and recurring trips.

History / Mission/Vision

The LaGrange County Council on Aging is a not-for-profit agency that was established in 1975. The LaGrange County Council on Aging mission is to be a provider and resource for services that improve the quality of life for older adults of LaGrange County and enable them to retain their independence, including providing safe accessible public transportation for all residents of the county. Services are provided without regard to race, age, color, religion, sex, disability, national origin or ancestry.

Vision: The LaGrange County Council on Aging's vision is to enrich the quality of life for every LaGrange County senior citizen by serving as a leader and catalyst for programs, education, and services that foster independence.

Making a Reservation

Call LaGrange County Council on Aging at 463-4161 between the hours of 8:00 a.m. and 4:00 p.m. Monday through Friday. Reservations should be made at least 48 hours in advance if possible for in county trips and 5 days for out of the county trips! This advance notice does not guarantee availability, but does make it more likely. Please call as soon as you know that you will need transportation to an appointment. Several weeks notice is wonderful and often essential especially for out of town trips. Transportation can be arranged day of when available.

LaGrange County Area Transit operates on a demand-responsive system, which means all reservations are made on a first come first serve basis. Please mention all needed stops at the time of scheduling, and all passengers. Requests for any unscheduled stops are usually difficult to work in. Such an exception might be to fill a prescription following a visit to the doctor's office. We do our best to be accommodating, but on some days, it may be very difficult. If there are no openings for the time requested you may be offered an alternate time, as close as possible to the original request.

Please be ready to provide:
- Your Name, Pickup address, & Phone number
- Time of your scheduled appointment (please do not guess)
- Destination (address & phone number required)
- Time you want to be picked up for return trip
- If mobility device or wheelchair will be used
- Whether anyone else will be riding with you

All new riders, must provide information for a registration form used for reporting purposes.

Personal Care Attendants: should accompany a rider if necessary. The agency has the right to request an aide if they believe the client needs assistance. You must inform the coordinator when scheduling transportation if an aid will be present.

Reasonable Modifications

Individuals needing a service accommodation or modification must notify LCAT of the request when making a reservation. For more information regarding the reasonable modification policy or how to file reasonable modification complaint, please contact LCAT at (260) 463-4161. Attempts will be made to honor all reasonable modification requests.

P.O. Box 107, LaGrange, IN 46761
260-463-4161 or Relay Indiana for Hearing Impaired 1-800-743-3333

www.lagrangecoa.org

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Any violation of these rules can call for immediate removal from vehicle as well as suspension of services.