

FEE SCHEDULES

Have correct change. Drivers do not carry change. Please pay the driver for **each** trip **each** time you enter the vehicle.

Vouchers can be purchased by calling 317-462-1103

60 YEARS OF AGE AND OLDER

Essential Destinations: Donation

(medical, bank, post office, legal & social services appointments, and one grocery trip a week)

Other destinations: \$3.00 Per stop per person

(beauty/barber shop, restaurants, shopping, visitation, volunteering, employment, etc.)

Traditional Medicaid: HCSS bills Medicaid

Member pays co-payment

Out-of-county: \$15.00 each way

PUBLIC TRANSIT (Under age 60 or in facility)

\$3.00 per stop per person anywhere in Hancock County

Traditional Medicaid: HCSS bills Medicaid

Member pays co-payment

Out-of-county: \$15.00 each way

Children 0-15*: No charge

*Must be accompanied by a parent/guardian

FEEES MAY CHANGE WITHOUT NOTICE.
CALL OFFICE FOR CURRENT RATES.

PICK-UP INFORMATION

Be ready 15 minutes before your scheduled pick-up. The driver cannot wait more than 5 minutes past your scheduled pick-up time. Walkways and ramps should be in good repair and free of ice and snow. This is a shared transportation service, so other passengers may board the vehicle with you. Every attempt is made to serve your individual needs while we make wise use of our community's transportation resources.

FAIR SHARE DONATIONS

Donations and fees help support this transit program. The average trip costs over \$19.00 each way. When you make a donation over the required fee, it becomes an important part of sustaining transportation. Please ask yourself "What does having this service mean to my family and me?"

Every passenger and every family that benefits from the senior and public transportation service is an important part of the program funding. Fees have been set for individuals in our community with the lowest income. Individuals and families who are willing and able to contribute more will keep our transit system financially sound during a time of multiple funding cutbacks. It is our responsibility to keep the fares low and we appreciate your contributions to keep this service that is both fair and equitable for everyone.

GRIEVANCES

Passengers with a grievance should call the Executive Director, Linda Hart at 317-462-3758.

If not resolved, an appeal may be made to: INDOT Office of Transit, 100 N. Senate Ave, Indianapolis, IN 46204 in accordance with Section 5311 State Management Plan.

TITLE VI NOTICE TO THE PUBLIC

HCSS/HART operates its programs and services without regard to race, color, religion, gender, sexual orientation, gender identity, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with HCSS/HART.

For more information on HCSS/HART civil rights program, and the procedures to file a complaint, contact 317-462-3758, (TTY 800-743-3333); or email hcssi78@hcssi.org; Or visit our administrative office at 1870 Fields Blvd, Greenfield, IN 46140. For more information, visit www.hcssi.org

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 317-462-3758



PUBLIC TRANSPORTATION POLICY & PROCEDURES Reservations Required

Non-emergency transportation

317-462-1103

Alternative Format Information: 317-462-1103
TTY Relay System: 800-743-3333

All trips are scheduled in advance on a first come, first served basis and as time and space are available. Reservations accepted Monday thru Friday 7:00am to 5:00pm.

2016 Holiday Closures

Friday January 1 New Year's Day
Monday February 15 Presidents Day
Friday March 25 Good Friday
Friday May 27 and Monday May 30 Memorial Day
Monday July 4 Independence Day
Monday September 5 Labor Day
Thursday November 24 & Friday November 25
Thanksgiving
Friday December 23 & Monday December 26
Christmas
Closed ALL DAY June 1, August 2 and November
10 for Mandatory INDOT Training

Out-of-county trips require advance scheduling several weeks before needed. Consider calling transit office for available trip dates before scheduling your appointment.

www.hcssi.org



SERVICE AREA

HCSS/HART serves the Residents of Hancock County.

GENERAL INFORMATION

- * Personal Care Attendants/Caregivers ride for no additional charge.
- * Staff of a skilled care facility must call to schedule trips for their residents.
- * Riders should practice good hygiene and wear protective garments as needed.
- * Passengers must be 16 years old to ride without a parent/guardian.
- * Eating, drinking and use of any tobacco products is not allowed in the vehicles. This includes E-Cigs and Vapors.
- * Passengers with disabilities may bring a properly harnessed service animal.
- * Abusive physical behavior or verbal outbursts will result in refusal of service, except when it is a consequence of a disease.
- * Please make sure you exit the vehicle with your possessions. We cannot be responsible for items left in the vehicles.
- * We offer transportation to the INDYGO bus stop at Meijer's on East Washington Street for those wanting to make a connection with INDYGO.

CARRY-ON PACKAGES

No large, bulky, or hazardous items. Please limit your carry-on packages to six (6). A package is defined as one paper grocery sack, two small plastic bags or a small item such as a case of soda or small box. Drivers can assist with packages but please be considerate.

ACCESSIBILITY

Inform the scheduler if you use: wheelchair, walker/cane, portable oxygen, service animal or have vision or hearing difficulties. Oxygen tank & mobility devices will be secured to ensure safety. Any tank or device that cannot be secured will not be transported.

Van ramps accommodate wheelchairs up to 30 inches at the widest point. Weight limit of passenger and wheelchair is 600 pounds.

Bus lift accommodates wheelchairs up to 33 inches at the widest point. Weight limit of passenger and wheelchair is 750 pounds.

Out-of-county trips needing the bus are \$25.00 each way.

Drivers are not able to maneuver wheelchair passengers up or down stairs. If you are capable of transferring to a vehicle seat, it is preferred but not mandated. Statistics have shown the vehicle seat is the safest position for transport.

REASONABLE ACCOMMODATIONS

Individuals needing a service accommodation or modification must notify HCSS/HART of the request when making a reservation. HCSS/HART will attempt to honor all reasonable accommodations request.

PASSENGER RESTRAINTS

Agency policy is that all passengers must wear seatbelts. A physician-signed release is required for transport without a seatbelt. Indiana law states children birth to 8 years of age must ride in an infant or booster seat. The seat must be provided & secured by the parent/ guardian. Drivers CANNOT assist. A signed Waiver of Liability must be on file for anyone under the age of 16.

CANCELLATION &

NO-SHOW POLICY

Cancellations require 24 hour notice.

“Late cancellation”-cancel with less than 24 hours notice.

“No-Show”-driver shows up at the appointed time and you don't go or cancel when the driver is en-route.

First occurrence of three no-shows or late cancellations within a 30 day period can result in suspension of service for up to 30 days.

Second occurrence of three no-shows or late cancellations after you have been suspended in the past 12 months can result in suspension of service for up to 60 days.

Third occurrence of three no-shows or late cancellations after you have been suspended twice in the past 12 months can result in suspension of service for up to one year.

You will be notified in writing if you are suspended. Passengers have the right to appeal a suspension. Appeals must be submitted in writing within 30 days of notification of suspension.

NO-SHOW/ FREQUENT CANCELLATION FEE

In County no-show \$5.00

Out-of-county no-show \$10.00 (including INDYGO Meijer's)

Three (3) or more cancellations in a 30 day period will result in a \$10.00 fee.

NO-SHOW/ FREQUENT CANCELLATION FEES must be paid before any future trips can be provided.