

## FARES

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

**FARES MAY CHANGE WITHOUT NOTICE.  
CALL OFFICE FOR CURRENT RATES.**

### **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.)

### **PUBLIC TRANSIT (Under age 60 or in facility)**

**\$3.00 per stop per person anywhere in Hancock County**

**Children 0-15\* : No charge**

\*Must be accompanied by a parent/guardian

## 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 requests.

## PICK-UP INFORMATION

Be ready 15 minutes before your scheduled pick-up. The driver cannot wait more than 10 minutes past your scheduled pick-up time. Walkways and ramps should be in good repair and free of ice and snow.

## 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

## GRIEVANCES

Passengers with grievances should call the Executive Director 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](mailto:hcssi78@hcssi.org); or visit our administrative office at 1870 Fields Blvd, Greenfield, IN, 46140. For more information, visit [www.hcssi.org](http://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

## HANCOCK COUNTY SENIOR SERVICES

### HANCOCK AREA RURAL TRANSIT

RIDERS GUIDE  
317-462-1103

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

**Non-Medical/ Non-Emergency  
Public Transportation**  
Service Area: Hancock County, Indiana

**Trips should be scheduled 24 hours in advance and are first come, first served, as time and space are available.**

### **2018 Holidays and Closures**

January 1 New Year's Day  
February 19 President's Day  
March 30 Good Friday  
May 25 & 28 Memorial Day  
July 4 Independence Day  
September 3 Labor Day  
November 22 & November 23 Thanksgiving  
December 24 & December 25 Christmas

Closed **8:00 a.m.-9:00 a.m.** on the following days:

January 30, February 27, March 21 & 27, April 24  
May 22, June 20 & 26, July 31, August 28, September 19 & 25, October 30, November 27 and December 18  
Close at 1:00 pm December 19



## GENERAL INFORMATION

- \* Service is door to door. Drivers are not permitted to enter clients' homes
- \* Service may be suspended or denied for the following: repeated cancellation(s) and/or no-show(s); unprotected bowel or bladder condition(s); abusive or inappropriate behavior. Services may be resumed after completion of suspension period and correction of the issue.
- \* Weather-related closings and delays are posted to the agency Facebook page and reported to WTHR Channel 13 and WISH Channel 8.
- \* 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.
- \* 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.
- \* We cannot be responsible for items left in the vehicles.

## 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.

**Wheelchairs require an assessment before transportation can be scheduled.**

**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 or up or down non-ADA compliant wheelchair ramps. If you are capable of transferring to a vehicle seat, it is preferred. Statistics have shown the vehicle seat is the safest position for transport.

## PASSENGER RESTRAINTS

Agency policy is that all passengers must wear seatbelts. A physician-signed release is required for transport without a seatbelt.

Passengers must be 16 years old to ride without a parent/guardian. 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.

**IN THE EVENT OF A NO-SHOW, ALL FUTURE TRIPS WILL BE CANCELED UNTIL YOU CALL OUR OFFICE**

**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 FEES

In County: \$5.00.

Out-of-county: \$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 FEES must be paid before any future trips can be provided.**