

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

Other destinations: \$4.00 per stop per person (beauty/barber shop, restaurants, shopping, visitation, volunteering, employment, etc.)

PUBLIC TRANSIT (Under age 60 or in facility)

\$4.00 per stop per person anywhere in Hancock County. Donations above fare are gladly accepted.

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 5 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 more than \$20.00 each way. Please consider making a donation even if you are not required to pay a fee. Doing so helps to ensure that we are able to sustain and continue our service for our community.

GRIEVANCES

We strive to make your riding experience **safe, comfortable and enjoyable.**

Passengers with grievances should call Bob Long, 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 Cynthia Harrison, Transit Operations Coordinator at 317-462-3758, (TTY 800-743-3333); or email cynthiah@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.



January 2019



Rider's 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
2019 Holidays and Closures

Trips are first come, first served, as time and space are available.

Trips should be scheduled as far in advance as possible. It is a good idea to call us as soon as you book your next medical appointment. If you call with less than a week's notice, the chances that we can accommodate you are less.

January 1 New Year's Day
April 19 Good Friday
May 24 & 27 Memorial Day
July 4 & 5 Independence Day
September 2 Labor Day
November 28 & 29 Thanksgiving
December 24 & 25 Christmas Eve & Day

Closed **8:00 a.m.-9:00 a.m.** on these days:
January 29, February 26, March 20 and 26,
April 30, May 28, June 25, July 30, August 27,
September 18 & 24, October 29, November 26 and
December 31
Close at 1:00 pm December 18



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.

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 from 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

We understand that occasionally you may need to **cancel a ride**. Please try to give us no less than 24 hours notice.

This enables us to have time to reassign your appointment for a ride to someone else.

This is crucial because the number of vehicles we have available at any one time on any one day is limited. It is only fair that we have an opportunity to assign your cancelled ride to someone else.

A “**No Show**” is defined as a situation in which the driver shows up at the appointed time and you decide not to go on the trip,

OR

You call to cancel a trip and the driver is already en route to picking you up.

NO-SHOW FEES ARE AS FOLLOWS

Regular In County: \$5.00.

Connect to INDYGO Meijer's: \$10.00

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.