

HAMILTON COUNTY ***EXPRESS*** ***PUBLIC TRANSIT***



RIDER'S GUIDE

Public Transportation for Hamilton County, Indiana

Trip Scheduling: 317-773-2688

Dispatch: 317-776-3226

TTY 800-743-3333

1555 Westfield Road

Noblesville, Indiana 46062

317-773-8781

Table of Contents:

What is Hamilton County Express?	Page 3
Accessibility of services	Page 3
Hours of operation	Page 3
Cost of service	Page 4
How to get a ride	Page 4
HCE online options	Page 5
How to cancel a ride	Page 5
Policies regarding rider late cancellations and no shows	Page 6
What about reoccurring ongoing trips (subscription trips)	Page 7
Expectations when my bus arrives	Page 7
Any service outside of Hamilton County?	Page 9
Reminders to HCE passengers	Page 9
Prohibited on HCE buses	Page 10
Passenger guidelines (rules of riding)	Page 10
Reasonable accommodations	Page 11
Lost and found	Page 11
Notice of public rights	Page 11
Opportunities for customer feedback	Page 12

HAMILTON COUNTY EXPRESS PUBLIC TRANSIT (HCE) is the public transit service provider for the communities of Hamilton County, Indiana, and is operated by Janus Developmental Services located in Noblesville. All members of the public are eligible for transportation support for any trip purposes within Hamilton County during the days and hours of HCE operations.

Hamilton County Express is a demand-based origin-to-destination public transportation service. This means the service is provided on trip demands requested and not on a schedule of fixed defined routes. There are no designated bus stop locations for riders to access HCE services. As a demand-based service, HCE public transit will come to your requested pick-up location and transport you to your requested destination.

All Hamilton County Express (HCE) services are shared-ride public transportation. As such, service may not be exclusive to individual riders if trip requests align with other riders' trip locations, trip destinations and/or travel times.

ACCESSIBLE TRANSIT SERVICES

HCE provides on demand public transportation utilizing a fleet of fully accessible vehicles equipped with motorized lifts and/or ramps to facilitate vehicle entry and exiting by individuals utilizing mobility devices.

HCE service is curb-to-curb (origin to destination), and drivers will assist all passengers onto and off the vehicles. Door-to-door service is available upon request for those needing reasonable assistance (arm holding, pushing wheelchair, etc.) to or from the doorway of their home/building main entrance and the vehicle, however HCE drivers are strictly prohibited from entering any private residence and **the vehicle MUST always remain in the view of the driver.**

HCE is not responsible for the accessibility of origin and destination locations. HCE drivers are not responsible for assisting riders using mobility devices up or down any steps or stairs if there is no legal access (wheelchair ramps, elevators, etc.).

HCE is not responsible for clearing pathways (e.g.: snow/ice/debris removal, and/or creating pathways across dirt, grass, gravel, etc.) to provide accessibility.

HAMILTON COUNTY EXPRESS HOURS OF SERVICE

HCE currently operates:

Mondays – Fridays from 6:00 am to 6:00 pm and,

Saturdays from 7:00 am to 3:00 pm

**HCE does not operate on Sundays or major holidays.*

FARES

The fare for HCE service is \$3.00 per one-way trip. *There is no fare charged for children ages 11 and under.*

Riders can also purchase 10-trip passes for \$30.00 each.

Passes may be purchased from the driver or at the Hamilton County Express office. The fare is to be paid at the time of pick up and must be paid in the **exact amount** as the drivers do not carry cash and cannot make change. All passes are non-refundable. ***HCE cannot be responsible for lost passes.***

SCHEDULING AN ON-DEMAND TRIP

Currently, trips may be scheduled up to 2 weeks in advance. Children under 11 years of age must be accompanied by an adult. As a reminder, all vehicles are equipped with wheelchair lifts. ***PLEASE let HCE know if you require the use of the wheelchair lift when you call to schedule a trip.***

The following are phone numbers to schedule rides on HCE:

317-773-2688

TTY 800-743-3333

PLEASE NOTE: All rides are scheduled based on availability. Lack of availability due to demand could require negotiation of your pick-up or drop-off times or could result in your trip request being denied.

A minimum of 24-hour advanced notice is required on making trip reservations. However, some same day requests may be accommodated if there is service availability.

The reservation office hours to schedule rides are Monday-Friday 8:00 am – 4:00 pm. *The office is closed on Saturdays, Sundays, and on major Holidays.*

Monday trips must be requested by 4:00 pm on the Friday before. During business hours, the voice mail is checked frequently so it is very important that you leave a message when calling HCE to schedule a ride, if prompted.

Information that you will need when scheduling a ride:

- Addresses of your origin(s) and destination(s).
- Times you need to arrive at and be picked up from your destination(s).
- Phone number where you can be reached.
- Whether you use a wheelchair or other mobility device.

HCE schedules pick-ups using a 30-minute pick-up window (*Effective October 1, 2023, the pick-up window is revised to “5 minutes before your pick-up time until 25 minutes after your pick-up time.”*). For example, an 8:00 AM pick-up will occur between 7:55 AM and 8:25 AM. All trips are considered “On Time” when arrival is within the pick-up window.

Riders need to watch for the bus to arrive through this window and be ready to board the bus upon its arrival.

ONLINE TRIP SCHEDULING

Hamilton County Express offers online accounts that allow individuals to make ride requests, monitor the status of requests, and verify confirmed ride times on a computer or smartphone. Individuals will still need to call Dispatch at (317) 776-3226 to cancel rides.

HCE only needs an email address to set up an online account. Please call the HCE Reservations Office at (317) 773-2688 to provide your email address. A confirmation email will be sent to you that will include instructions on how to use the online account.

There is no cost for set up and use of the online service.

CANCELLING SCHEDULED TRIPS

To cancel a trip reservation before or on the day of service, please contact the HCE Dispatch office as soon as possible at:

317-776-3226

If your call goes to Voice Mail, **PLEASE** leave a message with your name, phone number and cancellation information. Voice mail is checked frequently for messages during normal business hours.

LATE CANCELLATIONS AND NO-SHOWS

Hamilton County Express Public Transit (HCE) can provide its best service delivery when all bus resources are engaged and on the road meeting trip demands from the ridership. HCE’s ability to be effective and efficient in servicing rider demands is often impacted by rider “No-Shows” and trip “Cancellations” (especially Late Cancellations).

Typically, when these events occur, there is very little opportunity to fill the reserved slot with another travel request. As a result, trips that may have been denied previously could possibly have been served.

HCE clearly understands that some no shows and cancellations are beyond the control of the rider and takes those circumstances into consideration as a part of its policy.

However, there are some riders who are chronic in their episodes of cancellations and no shows that require HCE attention and action.

LATE CANCELLATIONS

Cancellations are typically made ahead of the scheduled trip. The more notice you give to HCE, the better our ability to reschedule another rider's trip request into your time slot. This is ideal from a productivity perspective and helps to reduce or eliminate trip denials.

A late cancellation is a trip cancellation with 24 hours or less notification to HCE. HCE is often unable to re-schedule other trips into these time slots, which impacts overall service delivery.

NO SHOWS

A trip is counted as a "No Show" without proper notification of a cancellation (at least 1 hour prior to the pick-up time). A "No Show" trip is also designated when a driver arrives for a scheduled pick up and the rider is not there or does not board and refuses the trip. Here also, HCE is often unable to re-schedule other trips into these time slots, which impacts overall service delivery.

When a rider "No-Shows" the first part of their trip request (on a round-trip reservation), HCE will automatically cancel the rider's second part (return trip reservation).

Riders may contact the dispatch office **at least 1 hour prior** to their previously scheduled return trip to see **if** their return trip can be re-confirmed.

HCE POLICY REGARDING LATE CANCELLATIONS AND NO SHOWS

Frequent "No Shows" (2 or more in a 30-day period) and/or "Late Cancellations" (4 or more in a 30-day period) on a rolling 12-month basis, and may result in service suspension, as per below:

- 1st occurrence: Written Warning
- 2nd occurrence: 2 Week Suspension
- 3rd occurrence: 1 Month Suspension
- 4th occurrence: 3 Month Suspension/Subscription Termination
- 5th occurrence: 6 Month Suspension not revokable

Appeals of any HCE actions regarding the Cancellation and No-Show policy should be addressed to:

**Hamilton County Express
Attention: Transportation Manager
1555 Westfield Road
Noblesville, IN 46062**

SUBSCRIPTION TRIPS

Subscription trips are pre-scheduled reoccurring (daily, weekly, etc.) ongoing trips. These trips accommodate such purposes as employment, school, day services, regular medical appointments (e.g., dialysis, etc.).

Subscription trips are **subject to availability** and must be requested by submitting a Subscription Trip Request Form at least 30 days in advance of the first requested pickup date. Individuals can download a Subscription Trip Request form through the link at www.HCEpublictransit.org.

If approved, HCE will contact the requestor and automatically schedule rides according to the information provided on the form. If the request is denied, the requestor will be informed and may request to be placed on the waiting list for any upcoming subscription opportunities.

If approved for Subscription Trip service, the term of service will be for a period of twelve (12) months. Subscription trip riders can request possible subscription trip service renewal (based on availability) at least thirty (30) days prior to subscription trip expiration.

HCE reserves the right to cancel subscription services or require adjustments in pickup and/or drop off times to meet service demands and maintain compliance with governmental regulations on subscription service levels.

SUBSCRIPTION TRIP SUSPENSION

A rider may temporarily suspend their subscription trips if they do not need their rides for an extended period (e.g., vacation, hospitalization, work furlough, school break, etc.). Subscription riders must notify HCE of any suspensions at least 72 hours in advance of the first day of the suspension. Failure to give 72-hour notice may result in scheduled subscribed days being counted as cancellations.

WHEN THE BUS ARRIVES TO PICK YOU UP

To meet all travel demands, HCE drivers are only permitted to wait **5 minutes** after arriving (during your pick-up window). Remember, effective 10/1/2023 the bus arrival window is 5 minutes before and up to 25 minutes after the reserved pick-up time.

PLEASE be on the lookout for and be prepared to board the bus upon its arrival. HCE dispatch **will not** be able to make courtesy “bus has arrived” calls to riders.

- **Prior to Departure**

The driver will provide passenger assistance and will ask each rider to fasten their seat belt. If a rider is in a wheelchair or three-wheeled mobility device, it will need to be secured to prevent movement while the vehicle is in operation. Wheelchairs are required to be secured with a four-point wheelchair securement system, and the wheelchair riders must wear approved seatbelts.

- **Carry-on Packages**

HCE has a carry-on limit of four items, such as paper or plastic bags containing groceries. Items must be small enough to be controlled by the passenger or secured in a seat or storage area and not blocking the aisles. The driver will assist passengers with transferring items between the vehicle and the curb.

- **Infants and Children**

Infants and/or children who are either under the age of four and/or weighing less than forty pounds must be in an approved child safety seat while being transported on HCE vehicles. Approved seats are ones that meet federal motor requirements. The child seat must be properly secured in accordance with the manufacturer’s instructions. The rider must furnish the child seat restraint system and secure the child in a forward-facing position. HCE drivers will not secure the child restraint system and will hold the accompanying rider responsible for securing the seat.

- **Portable Oxygen Supply**

Portable oxygen supply units and respirators are permitted. The unit must be able to be secured within the vehicle.

- **Personal Care Attendants**

A personal care attendant (PCA) is welcome to accompany a passenger at no charge. All PCA’s must be able to provide the assistance required of the rider, without the assistance of the driver. Please inform HCE about your attendant at the time that you schedule the trip.

- **Service Animals**

Guide dogs and other service animals are allowed to accompany you. Please inform HCE about the service animal at the time that you schedule the trip.

- **Accessibility**

Passengers with wheelchairs or scooters shall use the automated lift or accessible ramp. Passengers may request use of the lift if unable to climb the steps onto the vehicle.

- **Citywide Emergencies**

HCE will not operate in areas where citywide emergencies have been declared. HCE reserves the right not to operate on certain roads if it is felt to be unsafe for passengers and drivers.

SERVICE TO OTHER COUNTIES SERVICES

Currently HCE provides limited-service connections to the following surrounding counties:

Marion County – IndyGo (317) 635-3344

HCE provides service connections to and from the following IndyGo bus stops in Indianapolis:

- **St. Vincent Indianapolis Hospital** (bus shelter on Harcourt Road)
- **Keystone at the Crossing Mall** (bus stop, Mall Entrance at 4-way stoplight)
- **Nora Plaza** (bus shelter on westbound 86th at the Monon Trail)
- **Castleton Square** (bus shelter in parking lot, southside of JC Penney)
- **Community Hospital North** (bus shelter on Clearvista Drive)

Boone County - Boone Area Transit Service (BATS), (765) 482-5220

HCE provides service connections to and from the following (BATS) connecting locations in Zionsville:

- **Montgomery Aviation** 11329 East State Road 32, Zionsville, IN 46077
- **Zionsville Presbyterian Church** 4775 West 116th Street, Zionsville, IN 46077

Madison County - Transportation for Rural Areas of Madison County (TRAM), (885) 743-3843

HCE provides service connections to and from the following (TRAM) connecting location in Pendleton:

- **Loves Travel Stop** 9000 Interpark Dr., Pendleton, IN 46064

PASSENGER REMINDERS

- Remember, the driver may be picking up and dropping off other passengers before reaching your destination. HCE is a shared ride service.
- To ensure the vehicle will be on time for other passengers, the driver cannot make unscheduled stops.
- Be prepared for delays due to traffic or weather conditions.

- HCE has a 30-minute arrival window (5 minutes before to 25 minutes after your scheduled pick-up time).
- Riders must be ready to board the bus as soon as the bus arrives. The vehicle can only wait 5 minutes past arrival during your pick-up window.
- HCE will not provide “bus has arrived” home courtesy calls.
- If the HCE vehicle has not arrived within your pick-up window, call 317-776-3226.
- No open food or drinks while riding.
- HCE has a four (4) bag limit for carry-on items.
- HCE will abide by and enforce any federal mask wearing mandates.

ON BOARD HCE VEHICLE PROHIBITIONS

- There is no smoking on any Hamilton County Express vehicles (includes electronic vaping devices).
- Weapons and firearms are not allowed on HCE vehicles.
- Hazardous materials are not allowed on HCE vehicles.

PASSENGER GUIDELINES

It is HCE primary goal and policy to provide the safest and most efficient service to all passengers, and to meet the requirements of the Americans with Disabilities Act of 1990. In doing so, HCE has expectations in considering all passengers welfare and for ensuring pleasant and successful riding experiences. The following policies address instances of passenger conduct that may negatively affect others using HCE.

UNSAFE CONDUCT...any act which creates the potential for injury or other risk to any passenger, driver, or the public.

ABUSIVE CONDUCT...any disruptive or intrusive act toward any passenger driver, dispatchers, or the public. This includes, but is not limited to, any acts that are generally offensive (including verbal or physical abuse), invading the privacy rights of others or touching another person in a rude insolent or angry manner. Such behavior is prohibited on HCE vehicles unless it is a consequence of a disability, sudden personal emergency, or sudden illness.

Depending on the severity of the offense, services may be discontinued immediately for acts of unsafe conduct or verbal or physical abuse at the discretion of the operator.

***Consequences of Unsafe and/or Abusive Conduct:**

1st Offense may result in suspension of services for up to 30 days.

2nd Offense within a one-year period shall result in suspension of service for up to 60 days.

3rd Offense within a one-year period shall result in suspension of service for up to one year.

**Note: HCE reserves the right to indefinitely ban individuals from service should circumstances present a threat to the safety of employees, passengers, and/or the public.*

Recording Acknowledgement: For the safety and welfare of the driver and all passengers, HCE has equipped all HCE vehicles with video and audio recording devices.

REASONABLE ACCOMMODATIONS

Individuals needing a service accommodation or modification should notify HCE of the request when scheduling a trip. HCE will attempt to honor all reasonable accommodation requests.

LOST AND FOUND PROCEDURE AND POLICY

Hamilton County Express (HCE) reminds all passengers to please check to make sure that they have all their belongings before departing the bus, however we know that occasionally riders forget and leave items on the bus after completing their trip.

HCE's policy is that all personal items left on the bus are turned into the HCE dispatch office at the end of the driver's shift. Items will be placed in "Lost and Found" within the HCE offices. Once items are turned into Lost and Found, the owner must arrange to come to the HCE offices to retrieve them.

Because of the high demand for service and to ensure that service to all riders is not impacted, HCE **WILL NOT** be able to return "lost" or "left items" to riders, once the driver has departed from your destination point and left the area.

Riders may contact the HCE Dispatch Office at (317) 776-3226 during normal business hours to report a lost item and make plans to retrieve their lost property from our offices located at 1555 Westfield Road, Noblesville, IN 46062.

Any items in Lost and Found not claimed after 30 days will be discarded at the discretion of Hamilton County Express.

NOTICE TO THE PUBLIC OF RIGHTS UNDER TITLE VI

Janus Developmental Services, Inc. dba Hamilton County Express operates its programs and services without regard to race, color, religion, sex, 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 Janus Developmental Services, Inc. dba Hamilton County Express.

For more information on the Janus Developmental Services, Inc. dba Hamilton County Express's civil rights program, and the procedures to file a complaint, contact 317-773-8781, (TTY 800-743-3333); rbrown@janus-inc.org; or visit our administrative office at 1555 Westfield Road, Noblesville, IN 46062. For more information, visit www.janus-inc.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 317-773-8781 extension 131. Si se necesita información en otro idioma de contacto, 317-773-8781.

CUSTOMER FEEDBACK

Hamilton County Express will periodically conduct rider surveys to ensure rider input by collecting data on ridership, service needs, and customer satisfaction. However, riders may call the HCE Director of Transportation at 317-773-8781, ext. 108 at any time to offer any comments relative to HCE service delivery and customer service.

HCE receives all comments as opportunities to improve services and better meet expectations.

TRANSPORTATION ADVISORY COMMITTEE

The purpose of the Transportation Advisory Committee is to provide HCE with recommendations regarding transportation policies and procedures; to advise HCE on transportation service changes; and, to provide a forum in which the public can raise concerns and propose solutions for improving public transportation service in Hamilton County. Committee meetings are open to the public. For meeting information, please call 317-773-8781 and ask to speak with the Director of Transportation or visit www.HCEpublictransit.org.

This material is available in an alternate format upon request.

**Hamilton County Express Public Transit
Operated by
Janus Developmental Services, Inc.
1555 Westfield Road, Noblesville, IN 46062
317-773-8781 www.janus-inc.org**