



Hamilton County Express: Riders Guide

There is **NO SMOKING** on any Hamilton County Express vehicle.



Children under 11 years of age must be accompanied by an adult. Children 4 years and under must be in a state approved car seat.

Special Requests

Only two carry-on packages with a combined weight of no more than 50 pounds. **No additional packages can be transported due to limited space. This is strongly enforced.** Hazardous materials are NOT allowed.

The driver can only assist with the loading and unloading of packages between the vehicle and the curb.

Passengers or companions are responsible for getting packages to and from the curb. No Exception.

HCE can transport portable oxygen tanks for passengers.

Service animals are allowed on all HCE busses.

It is our goal to provide the greatest number of passengers with prompt, efficient, friendly service. Therefore we are unable to honor specific requests for drivers, seats, vehicles, and routes.



TTY USERS CALL 800-743-3333

HAMILTON COUNTY EXPRESS PUBLIC TRANSPORTATION

Hamilton County Indiana Commissioner

Operated by Janus Developmental Services, Inc.

 **JANUS**[™] Developmental Services 1555 Westfield Road Noblesville, IN 46062 317-773-8781

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773-2688
TTY 800-743-3333



Public Transportation Services for the Citizens of Hamilton County, Indiana

HAMILTON COUNTY EXPRESS PUBLIC TRANSPORTATION

This material is available in an alternate format upon request.
Updated 9/7/11

Established 2002

Hours of Operation

Monday - Friday 6:00am — 6:00pm

Saturday 7:00 am — 3:00pm

Fares

(Hamilton County only)

\$4.00 adult one way

\$2.00 student one way

\$50.00 pass for one month of unlimited rides (upon availability)

\$40.00 student pass for one month of unlimited rides (upon availability)

\$15.00 pass for 16 \$1-credits in Hamilton County

HCE is scheduled on a first come first serve basis up to 2 weeks in advance.

Fare is to be paid in **exact amount** as the driver does not carry cash and **cannot** make change. Fare must be paid at time of pick-up. Hamilton County Express (HCE) cannot be responsible for lost passes.

Passes may be purchased from the HCE Driver, or at Janus Developmental Services.

Personal care assistants may ride free of charge.

Point to Point Service

Hamilton County Express is an origin to destination service, available throughout Hamilton County.

→ **24 hour advanced notice is required for this service. Please call 773-2688 M-F 8:00am-4:00pm.**

→ **Weekend requests must be received by Friday at 12:00 pm**

→ **Do not leave ride schedule after 4:00 pm**

→ **Transportation requests for Monday must be received by 12:00 pm on the previous Friday**

→ Wheelchair accessible

→ Friendly, professional, and licensed drivers

→ **No unscheduled stops**

Emergencies

There may be times when the cities of Hamilton County declare citywide emergencies. In this case (HCE) will not operate on that day. HCE reserves the right not to operate on certain roads if it is felt to be unsafe for passengers and drivers.

Holidays

HCE will not operate on all major holidays.

Passenger Conduct

It is HCE's 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. HCE must rely on certain guidelines that ensure quality service for all passengers. Passengers who abuse these guidelines can adversely affect the HCE community transportation system as a whole.

For the safety and comfort of all HCE passengers, HCE has established the following policies that address instances when a passenger's conduct 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 general public.

Abusive Conduct...any disruptive or intrusive act toward any passenger, driver, or the general 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.

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

Consequences of Abusive Conduct

1. A 1st offense may result in suspension of services for up to 30 days.
2. A 2nd offense within a one year period shall result in suspension of service for up to 60 days.
3. A 3rd offense within a one year period shall result in suspension of service for up to one (1) year.

No Show – No Call – No Ride

A "no show" is if a driver shows up for a scheduled ride and you do not show up. So that other passengers reach their destinations on time, drivers are only permitted to wait 5 minutes after your scheduled pickup time. **Passengers who miss their ride or fail to call to cancel their trip will be required to pay for their "no show"**. Any other scheduled trips will be cancelled if a call is not received. Please call 773-2688 to cancel a trip. Please leave a message if voice mail picks up during regular business hours. Voice mail will be checked frequently. **Passengers with 1 "no show" will be required to pay for this unnecessary trip before any future rides can be provided.** Three or more "no shows" in a 30-day period may result in the following consequences: (see top of next column)

1. First Offense – The regular fare for all three "no shows" will need to be paid at the non-discounted rate before any future rides can be scheduled.
2. Second Offense – "no shows" will be charged the full cost for making the unnecessary trips and must be paid before any future ride can be scheduled.
3. Third Offense – Passenger could lose the privilege of scheduling more than one trip at a time.

HCE has a Grievance Procedure. For more information call 773-2688 TTY: 800-743-3333

Prior to Departure

The driver will ask you to fasten your seat belt/shoulder strap. If you are 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 securement system.

Getting there on time

Riding HCE is just like riding any other public community transportation system, there is a scheduled time and you must be ready when the vehicle arrives. **The driver is only permitted to wait 5 minutes.** There may be additional stops before reaching your destination.

It is the goal of HCE to provide the greatest number of passengers with prompt, efficient, friendly service. The following are ways you may help us serve you:

- In order to ensure the vehicle will be on time for other passenger, the driver cannot make unscheduled stops.
- Because you will probably share a vehicle with other passengers, we suggest that when you schedule your appointment you:
- Tell us when your scheduled appointment is.
- Remember the driver may be picking up and dropping off other passengers before reaching your destination.
- Be prepared for delays due to bad traffic or weather.
- **Please be ready 20 minutes before your vehicle is scheduled to arrive.**
- **The vehicle can only wait 5 minutes past your return pick-up time.**
- If the HCE vehicle has not arrived after 20 minutes from your scheduled pick-up time call 773-2688.