

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

Hamilton County Express (HCE) is a shared-ride origin-to-destination public transportation service. Trips may be scheduled up to 2 weeks in advance. Children under 11 years of age must be accompanied by an adult. Vehicles are equipped with wheelchair lifts (please let HCE know that you use a wheelchair when you call to schedule a trip).

HOURS OF TRANSPORTATION SERVICE

Monday - Friday 6:00 am to 6:00 pm Saturday 7:00 am to 3:00 pm

HCE does not operate on major holidays.

FARES

\$3.00 per one-way trip \$30 for a 10-trip pass

Passes may be purchased from the driver or at Janus Developmental Services. Fare is to be paid in *exact amount* as the drivers do not carry cash and cannot make change, fare must be paid at the time of pick up. Passes are not refundable. *HCE cannot be responsible for lost passes.*

SCHEDULING A RIDE

Trip requests are accepted up to 2 weeks in advance. Rides are scheduled based on availability. 24-hour advanced notice is required.

Please call **317-773-2688** during scheduling hours to schedule a ride. The hours to schedule rides are Monday-Friday 8:00 am – 4:00 pm. Closed Saturdays. Monday trips must be requested by 2:00 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.

Information that you will need when scheduling a ride:

- Addresses of your origin and destination
- Times you need to arrive at, and be picked up from, your destination
- 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. For example, a 3:00 PM pick-up will occur between 2:45 PM and 3:15 PM.

PASSENGER GUIDELINES

It is HCE 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. 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 general public.

ABUSIVE CONDUCT...any disruptive or intrusive act toward any passenger driver, dispatchers 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. Such behavior is prohibited on HCE vehicles unless it is 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 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.

To Cancel a Scheduled Trip

If you need to cancel a trip at least one day prior, call the scheduling office at 317-773-2688. If you need to cancel a trip on the same day (or after 4:00 pm the day prior), call dispatch at 317-776-3226. Please leave a message if voice mail picks up during regular business hours, voice mail is checked frequently.

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” is also when a driver arrives for a scheduled pick up and you do not board. In order for other passengers to reach their destinations on time, drivers are only permitted to wait 5 minutes after arriving during the pick-up window.

Frequent No Shows (4+ in a given month) and Cancellations (8+ in a given month) will be monitored on a rolling 12-month basis, and may result in 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 revocable

When implementing a suspension, HCE will take into consideration that some No Shows and Cancellations are beyond the control of the customer.

Prior to Departure

The driver will ask you to fasten your seat belt. 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. Wheelchair riders will wear approved seatbelts.

Carry-on Packages

Passengers have a carry-on limit of four items, such a 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 out of the aisles. The driver will assist passengers with transferring items between the vehicle and the curb.

Infants and Children

Infants and children who are either or both under the age of four and weighing less than forty pounds must be in an approved properly used child safety seat while being transported on the HCE vehicles (an approved seat is one that meets federal motor requirements). The child safety seat shall be secured in accordance with the manufacturer's instructions. The passenger must furnish the child restraint system and secure the child in a forward facing seat, drivers will not secure the child restraint system and will hold the accompanying passenger responsible for this securement.

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 is welcome to accompany a passenger at no charge. Please inform HCE about the 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 can use the lift; Passengers may use the lift if unable to climb the steps onto the vehicles.

Citywide Emergencies

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

SERVICE TO INDYGO BUS STOPS

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

St. Vincent Indianapolis Hospital (bus shelter on Harcourt Rd)
Keystone at the Crossing Mall (bus stop at 4-way stoplight)
Nora Plaza (bus shelter on westbound 86th at the Monon Trail)
Castleton Square (bus shelter outside JC Penney)
Community Hospital North (bus shelter on Clearvista)

PASSENGER REMINDERS

- HCE provides curb-to-curb service. The driver will wait at the curb or main entrance of the building for the customer to board. Please be ready to board the vehicle during the scheduled pick-up window. Door-to-door service is available upon request for those needing reasonable assistance from the doorway of their home/building main entrance to the vehicle. Drivers are strictly prohibited from entering any private residence. It is expected that walkways, pathways, and ramps will be reasonably clean and clear of hazards, ice and snow.

- In order to ensure the vehicle will be on time for other passengers, the driver cannot make unscheduled stops.
- Remember, the driver may be picking up and dropping off other passengers before reaching your destination. HCE is a shared ride service.
- Be prepared for delays due to bad traffic or weather.
- The vehicle can only wait 5 minutes past arrival during your pick-up window.
- If the HCE vehicle has not arrived within your pick-up window, call 317-776-3226.
- There is no smoking on any Hamilton County Express vehicles.
- Hazardous materials are not allowed.

CUSTOMER FEEDBACK

Riders may call 317-773-8781 and ask to speak with the Transportation Manager if customer service expectations are not being met. We accept positive ideas for improvement as well.

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 general 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 Transportation Manager or visit HCEpublictransit.org.

REASONABLE MODIFICATION

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.

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); email hce@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 informacion en otro idioma de contacto, 317-773-8781.

This material is available in an alternate format upon request.

Operated by
Janus Developmental Services, Inc.
1555 Westfield Road, Noblesville, IN 46062
317-773-8781 www.janus-inc.org