

LINK

HENDRICKS COUNTY PUBLIC TRANSIT RIDER GUIDE



Phone (317) 718-4474

**Indiana Relay Service Dial 711
(For the Hearing Impaired/Spanish)**

If information is needed in another language or mode of communication, please contact:
1-866-573-0817.

For Hearing Impaired or Spanish,
call Relay Indiana: Dial 711.

Si se necesita información en otro idioma o modo de comunicación, a continuación, póngase en contacto con: 1-866-573-0817. Para personas con problemas auditivos o español, llamada de retransmisión Relay Indiana: Marque 711.

**THIS BROCHURE IS AVAILABLE IN
ALTERNATIVE FORMAT UPON REQUEST**

**P.O. Box 448
Danville, IN 46122**

SycamoreServices.com/Transportation-Services/

Service/Service Area

LINK provides demand response, curb-to-curb, 24 hours advance reservation public transportation service within Hendricks County. Door-to-door service is also available upon request for those needing reasonable assistance beyond the curb.

All of LINK Public Transit operates as shared-ride service so it is common that passengers will be on board the vehicle with others who are traveling at the same time and in the same direction.

Service Hours / Holidays

Weekdays: 6:00 A.M. – 6:00 P.M.

Transit Service is closed on major holidays. Please contact us for a complete list.

Accessibility

Individuals with mobility disabilities are welcome to use wheelchairs and manually powered mobility aids, i.e., walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility disabilities. Vehicles with wheelchair lifts will accommodate standees upon request. LINK Public Transit also transports individuals traveling with portable oxygen tanks and respirators. For safety reasons, portable oxygen tanks must be able to be secured.

Reasonable Modifications

Individuals needing a service accommodation or modification must notify LINK Public Transit of the request when making a reservation. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact LINK Public Transit at 866-573-0817. Attempts will be made to honor all reasonable modification requests.

Service Animals

LINK Public Transit welcomes service animals. Service animals must be under the constant control of its handler.

Transportation of Children

Children under the age of 16 must be accompanied by an adult. All children over 8 years old must wear a seat belt. Children less than 4-years old or 40-lbs. must be secured in a car seat. Children between the ages of 4 and 8-years old and less than 4'9" must use a booster seat. Car and booster seats are the responsibility of the parent or guardian and LINK Operators are not responsible for securing. This responsibility is left to the parent/guardian of the child.

Fares

Seniors 60 and older (Free). Donations Welcome. Under 60 years of age (\$3 per stop within town limits & \$4 per stop outside town limits). You must have exact fare. **DRIVERS DO NOT MAKE CHANGE.**

Title VI

LINK Public Transit 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 or for more information on the civil rights program, or the procedures to file a complaint, contact 866-573-0817, email lrbrinkman@Sycamore-Services.com or visit our administrative office at 1001 Sycamore Lane, Danville, Indiana 46122. For more information, visit <http://www.sycamoreservices.com/transportation-services/>. Complaints may be filed directly with the FTA with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

SERVICES FUNDED IN PART BY:

The Federal Transit Administration 5311 Program, INDOI, CICOA Aging & In-Home Solutions, United Way of Central Indiana and Hendricks County.

Safety

Seatbelts must be worn at all times while the vehicle is in motion. All wheelchairs must be secured with a 4-point securement system. Passengers must remain seated with seatbelts fastened until the vehicle has come to a complete stop.

Trip Reservations

All trips are scheduled in advance on a first come, first served basis on a time and space availability basis. Riders are encouraged to call as soon as possible, up to three months in advance. Trip reservations must be requested 24 hours in advance of requested pick up time. To schedule trips passengers must call 317-718-4474 between 6:00 am - 6:00 p.m. Monday - Friday. Riders may also email reservation requests to link1@hendricksseniors.org. Trips cannot be scheduled by telling a driver. Passengers must include the following information when scheduling trips:

- Name/DOB
- Telephone #
- Pick-up/Drop-off addresses
- Duration of appointment
- Home Address
- Emergency name and number

Hearing impaired persons can call the Indiana Relay Service at 711 or (800) 409-6503 for assistance in scheduling trips.

Same day add-on trips will be accommodated if there are openings on that day's schedule. Please let us know if you have special needs such as if you are traveling in a wheelchair, with an attendant, service-animal, portable oxygen tank or respirator, etc.

Pick Up Window

LINK Public Transit has a 30-minute pick-up window. This means that the bus can arrive to pick you up anytime from 15 minutes before to 15 minutes after your scheduled pick-up time. **If there is no response within 5 minutes of our bus honking the horn, you will be considered a No Show and charged for our trip.**

Cancellations and No Shows

We request a 24-hour notice for cancellations. It is important that if you don't need your trip that you cancel as early as possible, but at least one hour prior to your scheduled pickup time. Cancellations can be left on our voice mail when the office is closed.

If the bus arrives to pick you up and the driver cannot locate you or you have failed to cancel your trip at least one hour prior to your scheduled pickup time you will be considered a No Show. No Shows waste time and money, make other passengers late and cause service denials to others.

If you are reported as a No Show all other rides you have scheduled for that day are automatically cancelled until we hear from you to confirm your schedule. Excessive no-shows may result in suspension of transportation services. You can appeal your suspension by calling 888-573-0817 and asking to speak to the Director of Quality Assurance.

Prohibited Activities

Illegal acts, threats or acts of physical violence will not be tolerated. LINK Public Transit will contact law enforcement for assistance in threatening situations. Any rider who poses a "direct threat" to the health or safety of others will be denied service.

Other Restrictions

- Items large enough to block aisle way; emergency exits
- Garbage, recycled material, aluminum cans
- Flammable materials such as gasoline, oils, etc.
- Shopping carts of any kind
- Lawn mowers, weed eaters, bicycles
- No profanity / intimidation / fighting
- No opened food or drink on the buses
- No illegal drugs on any vehicle

Any violation of these rules can call for immediate removal from vehicle as well as suspension of services.

Rider Courtesy

Our service is shared ride. We expect you to be respectful and courteous to others. Please do not eat, drink, smoke or chew tobacco, play loud music, engage in loud conversation, curse, or touch or disturb others on the bus.

Assistance

Our service is provided from the curb at your pick-up point to the curb at your destination. The driver may assist you to and from the curb when boarding or leaving the bus, but is not permitted to enter a residence or building. **A personal care attendant may accompany you at no charge.** The driver is trained in passenger assistance and will secure all wheelchairs and help secure packages and assist with seatbelts if needed. However, LINK Public Transit requests that passengers not take advantage of this courtesy or drivers. It is the primary responsibility of the passenger or his/her attendant to load and unload bags/packages. Drivers will assist as needed. Riders are requested to limit carry-on bags to what they can carry.

Weather Closings and Cancellations

All closings and cancellations will be announced on WTHR, WRTV6, Fox 59 and Hendricks County Senior Services' Facebook page.