

## **How to Ride IndyFlex**

### **How do you register?**

- To register, schedule a trip, make changes or to cancel a trip call the Indyflex scheduling office at 613-FLEX (3539). Office hours are 9:00 a.m. to 6:00 p.m., Monday through Friday.

### **What about trip cancellations or trip modifications?**

- Riders should immediately contact the IndyFLEX scheduling office (613-3539) to cancel any trips or request modifications (time or date changes, etc). Trips made resulting in a "no show" will jeopardize the rider's future service. Three "no shows" in a given month will result in a suspension of service for at least 7 days. Riders are cautioned against having service suspended (due to the high demand for this service, a suspended rider's trip request may not be able to be reinstated and will cause a rider to lose any subscription service).

### **How to ride IndyFlex services?**

- IndyFlex Services operate on a 15-minute window. Riders should be ready within 15 minutes of their scheduled pick-up time. For example: if a rider schedules a 12:00 p.m. pickup time, the bus can arrive as early as 11:45 or as late as 12:15.
- To insure service efficiency, the driver will determine the order of dropping off passengers.
- Riders are reminded that service is "Curb-to-curb". For safety reasons, drivers will not be allowed to back up their vehicles (i.e. in or out of private driveways, dead end alleys or streets, etc).
- Please do not ask drivers to make unscheduled and/or unauthorized stops (i.e. drug store, grocery store, restaurants, etc).
- This is a shared ride service. With the exception of disabled riders, there are no reserved seating areas on the buses.
- Be prepared for delays due to traffic, construction, or bad weather.
- Smoking, eating and drinking are not permitted on the bus.
- Riders may not operate audio or visual equipment that infringes upon other passenger's comfort or safety.