

POLICIES & PROCEDURES

- ⇒ HCPTS drivers will assist disabled and senior passengers in entering and leaving the transportation vehicle.
- ⇒ HCPTS drivers will assist disabled or senior passengers with loading and unloading up to six regular-sized shopping bags (not weighing more than 20 lbs per bag).
- ⇒ All passengers must wear lap and shoulder belts. Extension seatbelts are provided.
- ⇒ Parents must provide an appropriate child restraint system for all children up to age 8 years old, as well as, secure their children in an appropriate child restraint system.
- ⇒ Service animals are permitted to accompany passengers with disabilities and must remain out of the aisles.
- ⇒ Personal care attendants will ride free. Companions will be charged the same fare as the passenger.

Refer to the

Official Passenger Handbook

for more information

QUESTIONS & COMPLAINTS

Service questions or complaints should be directed to Central Dispatch at

1-877-371-4278

Hancock County Public Transportation System

*Linking
People to Places*

1-877-371-4278

HCPT operates its programs and services without regard to race, color, national origin and persons with disabilities in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the HCPT. Complaints may be filed directly with the Illinois Department of Transportation (IDOT) Civil Rights Office. ATTN: Title VI Program Coordinator 69 Washington Street Room 2100 Chicago, IL 60602 or with the Federal Transit Administration (FTA). ATTN: Title VI Program Coordinator, 1200 New Jersey Ave., SE Washington DC 20590.

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DEMAND RESPONSE

DOOR-TO-DOOR

service for all residents of

Hancock County



1-877-371-4278

www.hancockcountyhealth.info/Rides

Linking People to Places

The Hancock County Public Transportation System (HCPTS) provides demand response door-to-door public transportation to the elderly, disabled and all other residents of Hancock County. The HCPTS has vehicles equipped with wheelchair lifts or ramps and securement systems for wheelchair dependent individuals.

SCHEDULING

- ⇒ Call **1-877-371-4278** between 8:00 a.m. and 4:30 p.m. Monday thru Friday to schedule a ride.
- ⇒ Transportation service will be available Monday thru Friday from 8:00 a.m. to 4:30 p.m., excluding the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day.

- ⇒ Service is provided on a first-come, first served basis.
- ⇒ Out of county, non-emergency medical trips are to and from essential and necessary medical services not available in Hancock County.
- ⇒ Non-emergency Medical Transportation Service must be scheduled at least two working days in advance of the appointment day.

Must be accompanied
by an adult.

Requires professional
verification of disability
from a healthcare provider.

F A R E S		0-5 years old	6-59 years old	Seniors (60+)	Disabled
	1-way trip within a Hancock County municipality	No charge	\$2.00	\$2.00 (* donation basis)	\$1.00
	1-way trip between Hancock County municipalities	No charge	\$3.00	\$3.00 (* donation basis)	\$2.00
	** 1-way out of county non-emergency medical trip outside of Hancock County within a 2-hour drive of Carthage	** No charge	** \$5.00	** \$5.00 (* donation basis)	** \$5.00
	<u>ADDITIONAL FARE</u> for requesting transportation the same day it is needed	No charge	\$4.00	\$4.00	\$4.00

** Non-emergency medical transportation is provided for appointments outside Hancock County located in any community within two hours of Carthage, including Galesburg, Macomb, Monmouth, Canton, Peoria, Springfield, Jacksonville, Rushville, Hannibal, Quincy, Keokuk, Ft. Madison, Burlington, Iowa City.

* **Donation basis** means seniors will be sent a statement at a later time reflecting the amount they may donate towards the full cost.

- ⇒ Riders are required to schedule rides 24 hours in advance (8:00 a.m. to 4:30 p.m., Monday thru Friday)
- ⇒ Riders must be ready 15 minutes before the scheduled pick-up time.
- ⇒ Passengers are encouraged to have the exact fare; drivers may not be able to make change.
- ⇒ Senior Riders (60+) **do not need to bring money to pay the fare.** At a later date they will be sent a statement reflecting the amount they **may donate** towards the full cost.

CANCELLING A RIDE

- ⇒ Passengers are encouraged to cancel scheduled rides at least 24 hours in advance. Any cancellation received later than one hour prior to the scheduled pick-up is considered a late cancellation and will be noted on the passenger's record.
- ⇒ Three or more cancellations or no-shows in a 30-day period AND 50% of the scheduled rides will be considered excessive. Passengers will receive a written notification by mail.
- ⇒ Passengers who are not present for their pick-up time within 5 minutes of the scheduled pick-up time are considered no-shows.
- ⇒ No-shows that occur because of an emergency beyond the passenger's control will be a non-chargeable no-show if the passenger can provide a documented explanation.

