



Countywide Transportation for Everyone

Rider's Handbook

500 MacGahan St.

PO Box 5204

Huntington, IN 46750

260-356-3006

800-491-3006

TTY 1-800-662-1220

Available in Alternate Format

Revised December 2021

Thank you for riding with HAT!

Huntington Area Transportation (HAT) is a public transportation service for the citizens of Huntington County. HAT provides the reservations, scheduling, and operation of door-to-door service. Drivers are trained in safety and passenger assistance. Wheel chair accessible vehicles are available.

This guide will provide helpful information regarding:

- Service Area
- Fares
- Scheduling Your Trip
- Changing and Canceling Reservations
- “No-Show” Policy
- Getting There on Time
- Accompanying Riders
- Mobility Equipment
- Package Policye
- Confidentiality
- Holidays
- Lost Items
- Driver/Passenger Conduct
- Emergencies

We hope this Rider’s Guide answers questions you may have. Should you require additional information, please call Huntington Area Transportation at 260-356-3006 or toll-free 1-800-491-3006. This information is also available in alternate format.

Who do you call?

Call 356-3006 or toll-free 1-800-491-3006 to schedule a trip, make cancellations, ask any questions, or convey complaints.

Office Hours: Monday – Friday 8:00 a.m. – 4:30 p.m.

* Phone Calls Taken until 5:00 p.m.

Vehicle Operation Hours: Monday – Friday 6:00 a.m. – 6:00 p.m.

Scheduling Your Trip

Reservations must be made by noon one business day prior to your trip. Scheduling sooner is very helpful. HAT operates on a demand-response system, which means all reservations are made on a first come, first served basis.

Certain information is required for ridership reporting purposes. When scheduling a ride, please have the following information ready:

- Your name
- Your home address
- Your pick-up address, if different than home address
- Your telephone number
- Time you want to be picked up
- Time of your scheduled appointment
- Your destination address
- Whether you use a wheelchair or other mobility equipment
- Whether another person, persons, or service animal will be riding with you

Every effort will be made to meet your request. If there are no openings for the requested time, we will work with you to schedule an alternate time that will fit with your schedule.

REMEMBER: The sooner you call, the better your chance of getting a ride when you need one!

Service Area

HAT is available to passengers in Huntington County and the portion of the Town of Markle that is in Wells County. We can take you anywhere within these boundaries. We also offer out-of-county trips as availability permits.

Fares

For those who are 60 and older, HAT operates under the Older Americans Act Senior Transportation Service with a grant through Aging and In-Home Services. Riders in their own homes, age 60 and older, are not required to pay an in-county fare. However, donations are encouraged to help pay for the service.

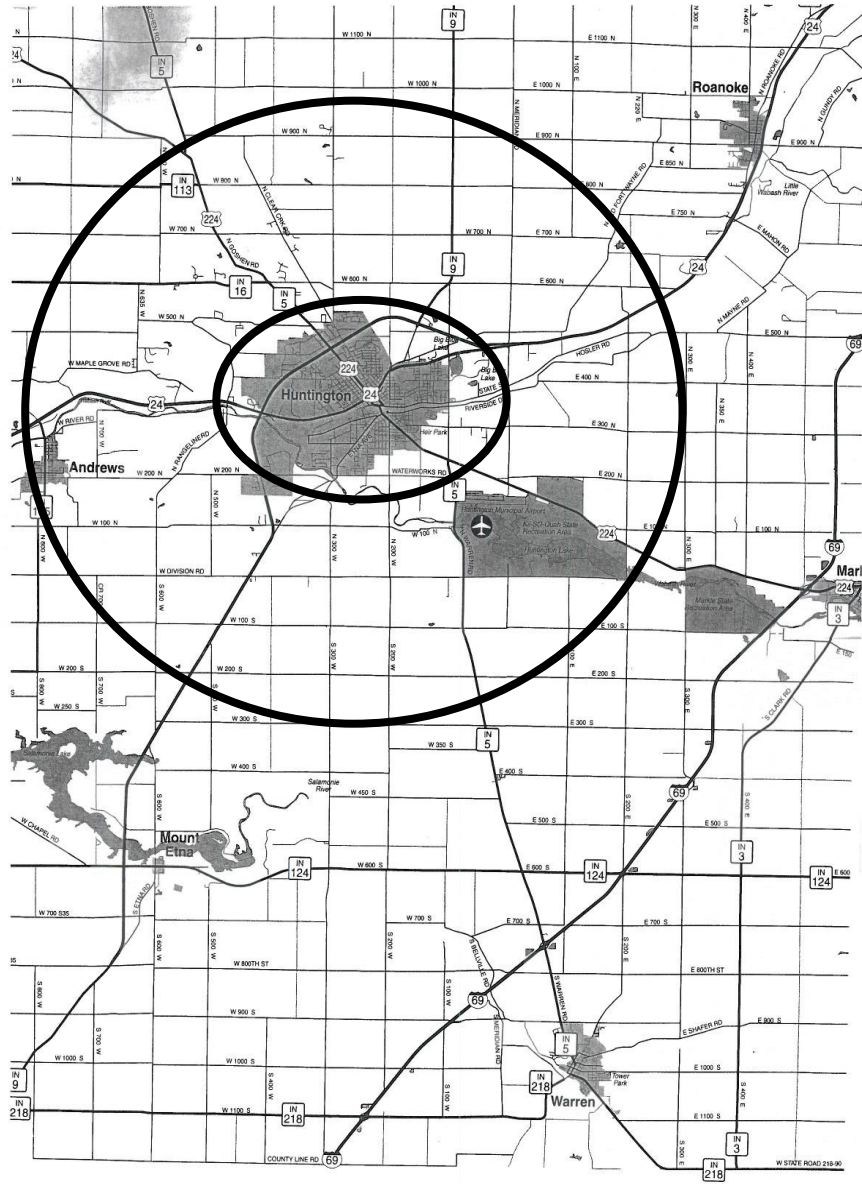
For those who are under 60, public transportation with HAT is funded, in part, through the Indiana Department of Transportation. This funding, along with other community donations, helps keep in-county rates low. Rates below are based on the map on the adjoining page.

Within the smallest circle on the map	\$3.00 one way
Within the larger circle on the map	\$4.00 one way
Beyond the larger circle on the map	\$5.00 one way

Fares can be paid by presenting a ticket purchased in advance or paying cash. Ask the driver or dispatcher about our money-saving tickets. Fares paid by cash must be tendered in exact change. The driver does not carry cash, and cannot make change. **Fares must be collected prior to departure. Riders cannot carry a balance.**

Out-of-county transportation is available. The number of trips we can do per day is limited. Charges for trips going out of Huntington County are \$8.00 each way, plus a mileage charge at the current reimbursement rate determined by the Department of Transportation. Charges are invoiced on a monthly basis. Payment is expected at time of receipt of invoice. Failure to pay will result in discontinuation of services.

Rate Areas



Getting There on Time

It is HAT's goal to provide the greatest number of passengers with prompt, efficient, and friendly service. The following are ways you can help us serve you:

- Please keep seat belts and child safety restraints buckled for the entire trip. The drivers will not put the vehicles in gear until all passengers are securely buckled in.
- Please do not expect unscheduled stops. This can make the driver late for the next scheduled pick-up.
- Please do not change seats, unless instructed to do so by the driver. This will only occur if another passenger has a special need, requiring a certain seat.
- Please do not refuse to ride with another passenger. If there is a reoccurring problem with another passenger, please call the HAT office and report it.
- Please keep in mind that there may be other stops during your trip. Delays due to traffic stops or bad weather are beyond our control.
- Please understand that drivers are not permitted to enter your home. They may assist you and assist with packages to and from your door, but not enter home or the buildings.
- Please be ready for your pick-up ten minutes ahead of schedule.

Changing and Canceling Reservations

Changes and cancellations can be made by calling the HAT office. Changes to a reservation should be made before 12:00 noon one business day before your trip. While we will make every effort to accommodate your changes, we cannot guarantee any changes made after this time.

Cancellations should be made as soon as possible, and no later than thirty minutes before your scheduled pick-up time. This policy allows for illness or other events beyond your control, requiring last minute changes in plans. An unreported cancellation is called a "no-show."

“No-Show” Policy

Our drivers are required to wait five minutes beyond the scheduled pick-up time, and then move on, in order to keep the appointment times of other riders. The driver will contact the dispatcher to make sure there is not a problem, and to report the “no-show.”

“No-shows” will be charged the price of a fare for the first offense.
Second offense “no-shows” will be charged a \$10 penalty.

Accompanying Riders

If you have a personal attendant to assist you on your ride, that rider is considered your accompaniment. One accompaniment can ride with you at no additional cost. Please reserve a spot for anyone accompanying you when you schedule your ride.

Guide dogs and other service animals are allowed to accompany passengers as well. We request notification of service animals riding at the time of scheduling, so we can accommodate passengers or drivers who have allergies or other difficulties with animals. Service animals will not be refused.

Mobility Equipment and Oxygen Tanks

HAT provides transportation for riders with mobility equipment, such as wheelchairs, scooters, walkers, and portable oxygen tanks. We have vans equipped to strap down wheelchairs safely, and seat belt the rider in the wheelchair. We also can strap in motorized scooters, however, for their safety, it is recommended that the passenger ride in a van seat, and wear the seat belt provided.

Confidentiality

Huntington County Council on Aging and Huntington Area Transportation are required to abide by the terms of the Notice of Privacy Practices for Protected Health Information. Any personal or medical information obtained for transportation purposes, will be kept confidential. Any employee of HCCOA or HAT, not in compliance with the Privacy Act will be held accountable.

Package Policy

Passengers are required to limit carry-on packages to five (5) per paid rider. Drivers will assist passengers with these packages if they are less than five (5) pounds. If additional assistance is necessary, passengers should have an accompanying rider with them. All packages must be small enough to be placed in the storage area of the vehicle or out of the aisles. No big boxes, bulky items, or large bags that would be considered a “household” move are permitted.

Lost or Damaged Items

HAT is not responsible for lost, stolen, or damaged items. However, drivers check their vans daily and turn in loose items to the dispatcher. To check on a lost item, please call the HAT office.

Holidays

We are closed on the following holidays:

New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, The Friday following Thanksgiving Day, Christmas Day

If a holiday falls on a Saturday, the prior Friday will be observed. If it falls on a Sunday, the following Monday will be observed.

Driver/Passenger Conduct

HAT policy is to provide the safest and most efficient service to all HAT passengers, and to meet the requirements of the Americans with Disabilities Act of 1990.

HAT must rely on certain guidelines to ensure quality services for all its passengers. Disciplinary procedures for a driver abusing the guidelines are included in the Personnel Manual in the HAT office. Passengers abusing the guidelines can adversely affect the community transportation system as a whole.

For the safety and comfort of all riders, HAT has established the following policy that defines passenger misconduct and the consequences thereof.

Hazardous Conduct: Any act creating the potential for injury or other risk to any passenger, driver, or the general public.

Abusive Conduct: Any intentional disruptive or intrusive act toward a passenger, driver, or the general public. This includes, but is not limited to:

- Acts that are generally offensive.
- Invading the private rights of others.
- Touching another person in a rude, insolent, or angry manner.

Eating, drinking, chewing tobacco, smoking, and use of profanity are not permitted.

Passengers may not operate any audio or visual equipment that infringes upon other passengers' comfort or safety, or that impairs the driver's ability to transport passengers safely. Examples include the use of audio/visual devices without headsets, portable video games that have loud sound effects, etc.

Consequences of Hazardous or Abusive Misconduct

The following suspension schedule will be observed as disciplinary action for hazardous or abusive misconduct:

- 1) A 1st offense within a one-year period shall result in a verbal warning from the driver, stating that riding privileges are in jeopardy. The driver will inform the dispatcher of the warning, and it will be documented as a 1st offense.
- 2) A 2nd offense within a one-year period shall result in suspension of service for 30 days.
- 3) A 3rd offense within a one-year period shall result in suspension of service for 60 days.
- 4) A 4th offense within a one-year period shall result in termination of services until successful completion and documentation of behavior modification training.
- 5)

Emergencies

There may be times that Emergency Management declares a county-wide emergency. HAT will not operate during such an event. HAT reserves the right not to travel roads that are believed to be unsafe.

Americans with Disabilities Act of 1990

The Americans with Disabilities Act (ADA) regulations require HAT, as a public entity, to provide services to individuals without disabilities. The ADA requires the development of programs that will ensure the integration of all persons into public transportation system, and thus all of the opportunities transportation makes possible. The goal is to ensure non-discriminatory, equitable, accessible, and safe public transportation, enhancing the social and economic quality of life for people with disabilities.

Title VI of the Civil Rights Act of 1964

Notice to the Public

To make HAT riders aware of its commitment to Title VI compliance, and their right to file a civil rights complaint, HAT has presented the following information, in both English and Spanish, on its Riders' Guide, onboard notices; and will be added to website.

Your Civil Rights

HAT operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in Federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under **Title IV** or **ADA**, may file a complaint with HAT.

For more information on HAT's civil rights program and the procedures to file a complaint, please contact

Huntington Area Transportation at 260-356-3006; email egarber@huntingtoncountycoa.org; or visit our administrative office at 500 MacGahan St., Huntington, IN from 7:30 to 6:00 p.m. A complaint may also be filed directly with the FTA, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590. For more information about HAT programs and services, visit www.huntingtoncountycoa.org. If information is needed in another language, please contact 260-356-3006.

Some Funding Provided by:



HAT is operated by:

