

HANCOCK AREA TRANSPORTATION SERVICE (HATS)

FREQUENTLY ASKED QUESTIONS

Q: What is Public Transportation?

Public Transportation is a shared passenger-transport service which is available for use by the general public, as distinct from modes such as taxicab, carpooling, or hired buses, which are not shared by strangers without private arrangement.

Q: Do I Have To Be A Senior Citizen Or Disabled To Ride The Service?

Hancock Area Transportation Service (HATS) is county wide public transportation for anyone going anywhere in Hancock County. There are no eligibility criteria to use the service.

Q: What Type of Reservations Can I Make?(ie: same day, advance, # of days ahead?)

You can schedule a trip for the same day, next day or any day within a two week period. Trips cannot be scheduled more than two weeks ahead. Trips are scheduled on a first come, first served basis.

Q: What Are The Hours of Operation?

The first pick up is 7:15 am and last drop off is 9:45 pm, Monday through Friday. Saturday hours are 7:15 am to 4:45 pm. Office hours are 8:00 am to 4:30 pm.

Q: What Does It Cost To Ride?

Trips within the Findlay City limits are \$1.50 per trip. Trips outside of Findlay and within Hancock County are \$2.50 per trip. Half price fares are available for individuals over 65 years of age and for people with a disability. Elderly and Disabled (E&D) Applications are available upon request or on the website: hhwpcac.com under the "Steering Wheel" tab.

Q: How do I Make a Reservation?

Call 419-423-7261 during regular office hours to schedule a trip. Simply provide some information to the scheduler if this is your first time using HATS. Then we will need to know your pick up location, date, time for arrival and destination of your trip.

Q: Can I Get Help With My Groceries/Can I Bring My Own Assistant?

HATS has large reusable shopping bags for trips to the stores; they can be requested when you schedule a trip. We ask that all carry-on bags be contained in the seating area. Wheeled shopping carts are permitted and will be secured by the driver. Escorts or Personal Care Attendants ride for free, please let the scheduler know if you have someone riding with you.

Q: I Work and Need My Child Picked Up at School and Dropped Off At Another Location. Can You Provide This Service?

Yes, children age 9 and older may ride without an adult escort. HATS is a safe and reliable transportation option for young people to attend afterschool activities or get to part time jobs. Children under the age of 9 ride free with an adult accompaniment.

Q: Will You Get Me To My Destination On Time?

You will discuss the time you need to be at your destination with the scheduler. A 30 minute time window to be watching for your bus will be built into the trip to assure that you arrive at your destination on time. The driver will wait 5 minutes for you to board the bus. The largest percent of HATS trips are for employment so our drivers and staff understand how important on time service is to our customers.

Q: Do You Offer Any Special Services?

Veterans ride free every day in Hancock County with a valid Veterans ID through support from Hancock County Veterans Services. Rides to and from Hancock County Probation Office are free through support from the Probation Office. Other special programs include agency contracted trips in county and out of the county for medical appointments or special needs. HATS may also be contacted for shuttle services for weddings, open houses or other events. Call the office at 419-423-7261 to find more about these special services.