

## **POLICIES & PROCEDURES**

- ⇒ HCPT drivers will assist disabled and senior passengers in entering and leaving the transportation vehicle.
- ⇒ HCPT 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**

*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 the 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 he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with HCPT. Complaints may be filed directly with the Illinois Department of Transportation (IDOT) Civil Rights Office. Attention: Title VI Program Coordinator, 69 Washington Street, Room 2100, Chicago, IL 60602 or with the Federal Transit Administration (FTA) Attention: Title VI Program Coordinator, 1200 New Jersey Avenue, SE Washington DC 20590

# **H ANCOCK C OUNTY P UBLIC T RANSPORTATION**

**Demand Response  
Door to Door**

transportation service to  
residents of  
Hancock County, IL

*Linking People to Places*



**1-877-371-4278**

[www.hancockhealth.info/rides](http://www.hancockhealth.info/rides)

# Linking People to Places

**Hancock County Public Transportation Hancock County Public Transp(HCPT) provides demand response door-to-door public transportation to the elderly, disabled and all other residents of Hancock County. HCPT has vehicles equipped with wheelchair lifts or ramps**



## SCHEDULING

- ⇒ Call **1-877-371-4278** between 7:00 a.m. and 4:00 p.m. Monday thru Friday to schedule a ride.
- ⇒ Transportation service will be available Monday thru Friday from 7:00 a.m. to 4:00 p.m., excluding holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving day, the 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.
- ⇒ Riders must be ready 15 minutes before the scheduled pick-up time.

Must be accompanied by an adult

Requires professional verification of disability from a healthcare provider.

<b>F A R E S</b>		0-5 years old	6-59 years old	Seniors (60+)	Disabled
	1-way trip within a town within Hancock County	No charge	\$2.00	\$2.00 (* donation basis)	\$1.00
	1-way trip out of town within Hancock County	No charge	\$3.00	**\$3.00 (* donation basis)	\$2.00
	**1-way out of county non-emergency medical trip	**No charge	**\$5.00	**\$5.00 (* donation basis)	**\$5.00
	<b>ADDITIONAL FARE</b> 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:** Seniors may be sent a statement at a later time reflecting the amount they may donate towards the full cost.

- ⇒ Riders should schedule their trip at least 24 hrs. in advance 7:00 a.m. to 4:00 p.m. prior to their anticipated trip.
- ⇒ 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. Cancellations 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 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.