

SCHEDULING A RIDE

All rides are scheduled in advance on a first come, first serve basis, and are scheduled on a time and space availability basis. Ride reservations should be requested 24 hours in advance of a requested pick-up time. There is no trip prioritization. Same day requests may be accepted depending on availability. To schedule a ride, passengers must call (419)-592-8726 during office hours. Ride requests are **not** accepted via voicemail. You may call at any time day or night to leave a message to **cancel** a scheduled pick-up.

Information needed to schedule a ride:

- Name, Telephone #, Date of Birth
- Date and time of ride request
- Exact pick-up & drop off address, door #, and Location Name
- Any special needs/accommodations, wheelchair, Personal Care Attendant, or any other information

If you do not know what time your return trip will be, you can schedule it as a "Will-Call". With a Will-Call, you will need to call our office to let us know when you are ready to be picked up. You may have to wait for a driver that will be in that area, but we do our best to get back to you as promptly as possible.

PICK-UP

You may call the office the day before your scheduled ride if you are traveling out of the Napoleon City Limits to get your pick-up time. HCTN can make arrangements upon request to inform you of your scheduled pick-up time. HCTN has a 30-minute pick-up window, (15) minutes prior your quoted pick-up time or up to (15) minutes after your quoted pick-up time. Please wait where you can see/hear the arrival of the vehicle and be ready to go. Drivers will wait seven (7) minutes after your scheduled pick-up time before they must continue on.

DOOR-TO-DOOR SERVICE

If requested, HCTN will assist the passenger from the door of their pick-up address and to the doors of appointment facility. Passengers requiring total assistance may be suggested by administration (but not required) to provide a personal care attendant. Other instances of passenger assistance could include:

- Vision impairments requiring guidance.
- Passengers with mobility aids such as crutches or walkers.
- Passengers with unseen balance problems or inner ear infections.
- Frail or weakened passengers.
- Passengers in an ambulatory post-surgical status.

- Drivers will secure all wheelchairs or other mobility devices with a four-point tie-down.
- Drivers will assist with seatbelts upon request.
- The safety of our passengers and drivers is always of the utmost importance.

PASSENGER ASSISTANCE

HCTN provides:

- Curb-to-Curb service standard, door-to-door upon request.
- Assistance with boarding and exiting vehicles.
- Assurance that drivers will watch to make sure passengers are safely inside the facility or home before leaving.

***If you require extra aid, (1) Personal Care Attendant (PCA) can ride at no charge. Please inform the office when scheduling if a PCA will be accompanying you.**

RATES

HCTN has contracts in place that may qualify you for rides at no cost to you based on certain eligibility requirements. If your ride does not qualify, the rates are based on the origin and destination of your trip.

Regular Fare	*Elderly/Disabled Fare (with card)	Pick-up	Drop-off
\$2.00 one way	\$1.00 one way	Within Napoleon City Limits	Within Napoleon City Limits
\$8.00 one way	\$4.00 one way	Pick-up Within Napoleon City Limits <u>OR</u> Within Henry County	Outside of Napoleon City Limits Within Henry County
\$1.00 a mile	\$1.00 a mile	Pick-up Within Napoleon City Limits <u>OR</u> Within Henry County	Outside of Henry County



HOW TO CANCEL A RIDE/NO SHOW POLICY

To avoid a **no-show**, write down your pick-up time, watch for our vehicle and/or call HCTN to cancel your trip at least (2) hours prior to your pick-up time. Each driver will wait for passengers for (7) minutes within their scheduled pick-up window. After (7) minutes, the driver will leave. Passengers who do not make themselves available within the seven-minute window will be considered a "No-Show".

Any trip cancelled less than (2) hours prior to the scheduled pick-up time is considered a "Late-Cancel" and treated/recorded as "No-Show". All no-show results will be recorded and analyzed by the Scheduler/Dispatchers. All no-show trips will result in an automatic cancellation of a return trip, unless otherwise requested by the rider. First no-show will result in a courtesy call to explain the current no-show policy and let you know the date and time of your first occurrence. Your second no-show within a 30-day period will result in a warning letter of possible suspension. If you are recorded as a No-Show for 25% or more of your scheduled rides within a 30-day period, your service will be suspended for 14 days. You can appeal your suspension by calling our office and asking to speak to the Director of Operations.

*ELDERLY (65+) AND/OR DISABLED RIDER CARD APPLICATION PROCESS

Criteria for Elderly and Disabled Certification Policy Henry County Transportation Network (HCTN) participates in the Elderly and Disabled program (E/D) of the Ohio Department of Transportation and the Federal Transit Administration. This program permits transit systems to offer half-fares to those eligible. Each person who wishes to be considered for the half-fare E/D program must complete an application in order to be certified. HCTN Staff will accept the application, view the acceptable documentation, and sign and date the application form. Passengers will be notified only if they are not accepted in this program.

Applications can be obtained at the Henry County Transportation Network, on our website, or at:

- Henry County Job and Family Services
- Henry County Chamber of Commerce
- Napoleon City Building
- Henry County Courthouse
- Henry County Senior Center

Please mail or drop off completed applications to:

Henry County Transportation Network
1805 Oakwood Ave, Napoleon, OH 43545

HOURS OF OPERATION

Office hours are Monday – Friday, 8:00 a.m. - 4:00 p.m.

All scheduling must be done during normal office hours to prevent any miscommunication.

HCTN Operates 7 days a week with limited weekend, evening, and holiday availability. The 7 Holidays with reduced hours are: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

RIDER POLICY

HCTN enforces the following policies for riders:

- No smoking, vaping, or use of chewing tobacco on any vehicle owned or operated by HCTN.
- No illegal drugs, including marijuana products.
- No eating or drinking on vehicles operated by HCTN.
- No physical or sexual contact with drivers or other passengers.
- No use of obscene, profane, or indecent language.
- No playing of any audio devices without the use of earphones.
- **No hazardous materials.**
- No passenger is allowed to solicit for any contributions.
- Do not open windows while heating or air conditioning units are in operation.
- Refusing to follow reasonable directions given by HCTN staff, especially those that relate to the safety and security of the passengers and staff will not be tolerated.
- Shirt and shoes must be worn at all times.
- Children less than 4 years old or 40 pounds must use a child safety seat meeting Ohio seat belt law.
- Children less than 8 years old, unless they are at least 4 feet, 9 inches tall must use a booster seat.
- Children ages 8-15 must use a child safety seat or safety belt.
- Parents are responsible for providing the car seats. Children under the age of **(10)** must be accompanied by an adult.
- Drivers are **NOT** permitted to enter a client's residence.
- Be courteous and respectful of other passengers and their personal property.
- Carry-on items/bags/baskets cannot block isles or exits and must be able to be handled on and off vehicle by the passenger.

The driver shall make one (1) request for the prohibited behavior to stop. If the behavior does not stop the driver shall stop the vehicle in a safe area and contact the main office for further assistance.

SERVICE ANIMALS

HCTN permits service animals to accompany individuals in the vehicles and agency facilities. The passenger must be always in direct control of the service animal. Riders are permitted to bring non-service animals on board; however, they must be in an appropriate cage/carrier.

ADVERSE WEATHER POLICY

During inclement weather conditions, every effort will be made to maintain operations safely, but delays in pick-up and drop-off times may happen. However, HCTN will close during county Level 3 road conditions. Announcements regarding weather delays or cancellations will be made on radio station 103.1 WNDH. FM and on our Facebook page.

REASONABLE MODIFICATIONS

Individuals needing a service accommodation or modification must notify HCTN of the request when making a reservation for a ride. For more information regarding the reasonable modification policy or how to file a reasonable modification complaint, please contact HCTN at (419)-592-8726. All attempts will be made to honor all reasonable modification requests.

TITLE VI & ADA STATEMENT

Henry County Transportation Network (HCTN) complies with Title VI and Civil Rights Laws and Regulations to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI of the Civil Rights Act.

Henry County Transportation Network (HCTN) operates in compliance with Title II of the ADA Act and does not discriminate on the basis of disability.

For more information on Henry County Transportation Network's Title VI and ADA procedures or to file any complaint, contact The Director of Operation's at 419-592-8726, TTY 1-800- 750-0750, or visit our main office at 1805 Oakwood Ave., Napoleon, OH 43545 during normal office hours or visit our website for more details.

The Henry County Commissioners are the Grantees of the ODOT 5311 Grant. Through ODOT, HCTN receives funds from the FTA. All vehicles utilized by HCTN are insured by the Commissioners through the CORSA Program.

The Henry County Transportation Network (HCTN) will provide safe and reliable public transportation for citizens in Henry County to locations in Northwest Ohio, Southern Michigan, and Western Indiana.

Brochure Updated: December 2023

HENRY COUNTY TRANSPORTATION NETWORK PUBLIC TRANSPORTATION



DEMAND RESPONSE RIDER GUIDE

**1805 Oakwood Ave.
Napoleon, OH 43545**

Phone: 419-592-8726

Fax: 419-591-3436

www.henrycountyohio.gov

Scheduling/Business Office Hours

**Monday – Friday
8:00 a.m. - 4:00 p.m.**

**Operation Hours
Monday - Saturday
4:00 a.m. - 12:00 a.m.
Sunday & 7 Major Holidays
6:00 a.m. – 4:00 p.m.**

**Ohio Relay Number
1-800-750-0750**

*Available in alternative
format upon request*

MISSION STATEMENT

To provide safe, convenient, and cost-effective public transportation services, with a skilled team of employees, who are dedicated to improving the quality of life and support the independence and dignity of Henry County's residents through delivery of priority services.