

Community Guide Series

HANCOCK COUNTY

TRANSPORTATION GUIDE

FALL
2023



Transportation for everyone:



HOURS:

M-F, 7:15 am – 9:45 pm
Saturday, 7:15 am – 4:30 pm

COST:

Inside Findlay: \$1.50 per trip.
Within Hancock County: \$2.50

Half-price fares available for riders aged 65+ and those with a disability. Fare reduction applications available upon request.

HATS FAQ:

Do I have to be a senior or disabled to use HATS?

No. HATS is a county-wide public transportation service for anyone wanting to go to any destination in Hancock County. We offer curb-to-curb service with a fleet of wheelchair accessible vehicles.

How can I make a reservation?

Reservations are made by calling 419-423-7261 Monday-Friday during the hours of 8 am - 4:30 pm. You can schedule trips the same day or next day (based on availability) or up to two weeks in advance. Trips are scheduled on a first come, first serve basis. The schedulers will gladly guide you through the process.

Can I bring a personal assistant with me?

Yes. Riders who need assistance can have their assistants or personal care attendants ride for free. Please let the scheduler know if an assistant will be riding with you.

How will HATS 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 window will be built into your trip to ensure you arrive at your destination on time. The driver will arrive at the pick-up location and wait 5 minutes for you to board the bus.

What are the rules about grocery shopping?

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 carts are permitted and will be secured by HATS.

Can children use HATS?

Yes. Children ages 9+ can ride without an adult companion. Children ages 8 and under ride for free with an adult companion.

What if I need to cancel my trip?

Riders have to cancel by 7:00 a.m. the day of to not be considered a “no-show”

USA CAB

HOURS: 24/7

COST: \$12 per one-way trip in Findlay

CALL: 419-788-6206 **VISIT:** usacabco.com

T&H LIFT

HOURS: Daily 6 am - midnight

COST: \$12 per one-way trip in Findlay, county desitinations vary by mileage. Veterans ride for \$6 in the city. Medicaid users are eligible for free rides to medical appointments.

CALL: 419-314-1550 **VISIT:** t-h-lift-llc.business.site



HOURS: 24/7

COST: Varies by distance traveled/time of day

REQUEST A RIDE: Download the Lyft app



Information on ride shares and carpooling.

CALL: 888-742-7433 **VISIT:** gohiocommute.com

For special populations:



Transport to and from medical appointments to VA facilities for Hancock County veterans and spouses.

CALL: 419-424-7408 **VISIT:** hancockveterans.com

FIND A RIDE

Rides available for free for medical appointments to persons 60 years old or with a disability. Please call at least two business days before you need transportation.

CALL: 1-800-653-7723 **VISIT:** www.aaa3.org



Non-emergency medical transportation for medical and mental health appointments to medical recipients at no cost to clients through local transportation providers.

CALL: 419-429-8032 **VISIT:** hancockjfs.org



The Community Guide Series is a Hancock County System of Care Grant Project brought to you by Family Resource Center.

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To request printed copies, please email Family Resource Center's Communications Team at communications@frcohio.org.