

# Hub City Transit

## Paratransit Passenger Guide

City of Hattiesburg  
Department of Urban  
Development  
P.O. Box 1898  
Hattiesburg, MS 39403-1898

Operations Center  
1001 South Tipton Street  
Hattiesburg, MS 39401

[www.hattiesburgms.com](http://www.hattiesburgms.com)

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## Who Is Eligible?

Hub City Transit Demand Response is a special service that is provided to individuals with disabilities or senior citizens. The Demand Response service is a part of the Hub City Transit Program; it is neither a personal taxi nor social service agency. The DOT ADA regulations at 49 CFR section 37.121(a) state:

*...each public entity operating a fixed route system shall provide Paratransit or other special services to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.*

The ADA is a civil rights statute. It clearly emphasizes nondiscriminatory access to fixed route service, with ADA Complementary Paratransit acting as a “safety net” for people who do not have the functional ability to use the fixed route system. Under the ADA, Complementary Paratransit service is not intended to be a comprehensive system of transportation for individuals with disabilities, and simply having a disability or multiple disabilities does not, in and of itself, entitle a person to ride. Rather, the DOT ADA regulations provide for three categories of ADA Complementary Paratransit eligibility.

**Category 1** is for persons with disabilities who cannot use fixed route without the assistance of another person.

**Category 2** is for persons with disabilities who could use the fixed route if the vehicles were accessible.

**Category 3** is defined at DOT ADA regulation 37.123(e)(3) as follows:

*Any individual with a disability who has a specific impairment-related condition, which prevents such individual from traveling to a boarding location or from a disembarking location on such system.*

The determining factor in deciding whether the passenger qualifies for ADA Complementary Paratransit is whether the passenger can functionally ride or access the bus. It is not a medical determination; it is a functional ability analysis. Eligibility is good for 3 years, unless temporary eligibility is given. Temporary eligibility is based on a temporary functional need. The eligibility date will be noted in the eligibility letter.

## **What is HCT Demand Response Service?**

HCT Demand Response is a door to door service centered along the local, fixed (big) bus routes in the City of Hattiesburg, extending three quarter of a mile on either side of each of the routes. Hub City Transit is a shared ride public transportation service for people who are unable to use fixed route public transit due to disability. “Shared ride” means that multiple passengers may ride together in the same vehicle. The service provides daily trips throughout the Hattiesburg City limits. Eligible passengers are not required to live within Hattiesburg City Limits of the service area; however, they must board and exit the Demand Response vehicle inside of the service area at a safe transfer location. HCT Demand Response service is offered in accordance with the Americans with Disabilities Act. (ADA)

## **When Does HCT Demand Response Service Operate?**

Demand Response services are provided Monday through Friday, 6:00 a.m. to 6:30 p.m. Saturday and Sunday services are not available. Services are not available in observance of the following holidays:

New Year’s Day, Memorial Day, Independence day, Labor Day, Thanksgiving Day, and Christmas Day. Any other days will be posted one week in advance to the day of closing.

## **How Do I Apply For Services?**

To request an application, please call (601) 545-4670, between the hours of 8:00 AM to 5:00 PM, Monday through Friday. An application will be mailed to the passenger.

- Complete Part A and return to Hattiesburg Intermodal Facility.
- All questions must be answered completely and signed by applicant or designated signer, otherwise the application will be returned to the passenger.
- The information about the **licensed/certified Healthcare professional** familiar with the passenger’s history must be completed on the application.
- Part B must be filled out by a licensed/certified Healthcare professional.
- After the licensed/certified Healthcare professional returns Part B with all the information that is required, the application will be considered complete.
- Incomplete applications will not be considered and will be returned to the applicant. The applicant may complete the original application and resubmit, or request a new application. We will review all completed forms.

- Once the completed application is received and in the possession of HCT personnel, eligibility will be determined within 21 business days. If this process is not completed within 21 business days, according to the ADA requirements, the passenger will be notified of the final decision in writing.  
If HCT has not notified the passenger of a decision within 21 days, the passenger will be granted temporary services until a final decision is made.
- A new application is required every three (3) years.

If a passenger needs help filling out the application, contact HCT offices and special arrangements can be made to assist in completing the application.

Return the application to the address listed below:

**HCT Office Manager  
Hub City Transit Operations Center  
1001 S. Tipton Street  
Hattiesburg, MS 39401**

### **How Will I Know If I Can Use HCT Demand Response Service?**

The passenger will be notified by mail of their eligibility status. Applicants are considered presumptively eligible until a decision is made on their status. If the passenger is approved as eligible, they must come to the Hub City Transit Operations Center at 1001 South Tipton Street, Hattiesburg, MS 39401, to obtain an identification card and If you need transportation to get your identification card made, please give Hub City Transit a call at (601) 545-4670. If the application is denied, the passenger will be able to ride the fixed route service only.

### **Applicants may APPEAL any decision by submitting an Appeals Letter to:**

**HCT Division Manager  
P.O. Box 1898  
Hattiesburg, MS 39403-1898  
601-545-4670**

Or e-mail to [crussell@hattiesburgms.com](mailto:crussell@hattiesburgms.com). Intent to appeal must be submitted in writing within 30 calendar days from the date of the denied letter of the passenger's eligibility status. *Appeals letters should include the applicants name, address, phone number, an explanation of why they feel they are eligible, and any supporting documentation.*

If a passenger is submitting an application for recertification and the application is denied, the passenger may continue to use the service for 30 calendar days from the date of the denial letter. If the passenger does not file an appeal within those 30 calendar days, the passenger's service will be discontinued immediately. If the passenger has filed an appeals letter within the 30 calendar days, service will be continued until the HCT Manager has determined the passenger's eligibility.

### **Passenger Responsibilities**

- Be ready for pick-up throughout the pick-up window of the scheduled trip.
- Display your valid HCT ID card to the driver before boarding the vehicle.
- Treat drivers, other riders, and HCT staff with respect.
- Keep personal assistance devices in good condition and be able to operate without driver intervention.
- Make sure ramps, sidewalks, and walkways are properly maintained and clear of snow and ice.
- Wear required vehicle restraints at all times during transport. ..
- Keep service animals under control at all times.
- Cancel reservations two or more hours before the scheduled pick-up.
- Do not eat, drink, or smoke in a HCT vehicle.
- Maintain good personal hygiene.
- Do not engage in disruptive or abusive behavior.
- Provide up-to-date information to the HCT office for updates, including your home address, phone number, types of mobility aids you use, and your accessible format needs.

### **Passenger Bill of Rights**

As a Hub City Transit customer, you have a right to:

- Be picked up on time within a 30 - minute window.
- Be transported in a safe manner.
- Be treated with courtesy and respect.
- Travel in a clean, well-maintained vehicle.
- Be heard and expect HCT to investigate, address, and resolve concerns or complaints.
- Have calls answered promptly and courteously.
- Receive quality transportation services that are equivalent to those offered on fixed route bus.

## **Lost Card**

If the passenger misplaces or loses their HCT Paratransit photo identification (ID) card, a replacement can be obtained at the Hub City Transit Operations Center at 1001 South Tipton Street, Hattiesburg, MS 39401. Contact the Office at (601) 545-4670 for questions about a Paratransit ID card. Trips cannot be taken without showing the ID card.

## **Temporary Disabilities**

Persons with temporary disabilities may obtain a HCT Paratransit ID card valid for the expected time of the disability by using the same application eligibility process. If the Disability continues longer than identified on the application, or becomes permanent, HCT will require a new application to be submitted.

## **How Do I Make Appointments?**

Appointments can be made by calling **(601)545-4670**, Monday through Friday between 8:00 am and 5:00 pm. After 5:00 pm messages can be left on the HCT voicemail for next day appointments and cancellations. Appointments can be made up to 14 days in advance. HCT drivers are not allowed to make appointments for the passengers.

Every effort will be made to accommodate the passenger's requested pick-up time, however, due to transit demands at certain times of the day may require that the passenger adjust their desired time by up to one hour before or one hour after the desired pickup or drop-off time.

Please take into account for traffic, shared ride with other customers, and other possible delays when booking your appointment time. **Appointment space is assigned on a first come, first serve basis.**

## **When scheduling an appointment, please be prepared to give the following:**

- First and last name.
- Exact address of pickup location including an apartment number.
- Exact address of the passenger's destination and return pick-up time.
- Whether or not a Personal Care Assistant, or a child will be traveling with the passenger.
- If your pick up locations is at a building with more than one entrance, please indicate which entrance you will use.

The office personnel are required to ask for complete information and the information given will be repeated back to the passenger for accuracy. **The HCT driver or passenger cannot change the location of the pickup or drop-off on the day of the trip.**

If a passenger calls for the bus to return for pick-up at the drop-off location and the passenger isn't at the location or isn't ready for the bus when it arrives, the passenger will need to call HCT to return for pick-up which could take up to one hour after the call is received. HCT drivers will return up to one hour after the call in order to keep accurate scheduling time of picking up other passengers that are waiting for the bus.

### **Appointment Confirmation**

Passengers may call and confirm their appointments at any time. The appointment time is set at the time the rider calls to reserve the trip. A confirmation call will be made the day before your scheduled trip between the hours of 1:00 PM and 2:00 PM. If the passenger has not received a confirmation call from HCT by 3:30 PM, please call (601) 545-4670. Appointment changes will only be accepted Monday through Friday from 8:00 PM to 5:00 PM before the passenger's scheduled trip.

### **How Do I Cancel Appointments?**

To cancel an appointment prior to the day of the trip, please contact HCT office at (601) 545-4670, Monday through Friday, 8:00 AM to 5:00 PM. **Please cancel one hour or the day before your scheduled pick up.** You may cancel appointments scheduled for Monday by calling on the weekend (Friday – Sunday) and leave a message on the HCT voicemail. Be sure to leave the passenger's first and last name.

### **Subscription Trips**

A subscription trip must be a minimum of three days per week with the same destination and time. If a passenger chooses to change the subscription time, it will be handled as a new subscription request. Subscription trips will be assigned as a space becomes available. If a subscription trip is not available, the passenger may place their name on the subscription waiting list. Once a subscription trip is assigned, it will not be necessary to call back and schedule that trip individually.

To cancel a subscription rider's trip you will need to call the day before to cancel your pick up for the next day if you're scheduled for a pick up.

Under the Americans with Disabilities Act, total subscription trips may not exceed 50% of space availability at any time during the day. Certain time periods may not have standing appointment time slots available.



## **How Do I Ride The HCT Demand Response Services?**

### Pick-up Times

A pick-up time will be based upon appointment times. A pick-up window of 30 minutes allows HCT drivers to arrive at the passenger's location up to one – half (1/2) hour after the scheduled pick-up time. This “30 minute policy” is to accommodate as many passengers as possible during a particular time period. If the bus has not arrived by the end of the 30-minute period, please contact HCT at (601) 545-4670.

### **Door to Door Service**

Door-to-door service means that the drivers escort passengers from the outermost exterior door of the pick-up address and onto the vehicle, and from the vehicle to the outermost exterior door of the drop-off location, as needed. Door-to-door service is provided wherever it is safe to do so.

Upon arrival, if the passenger is not present for boarding at the curb, the driver will proceed to the door. Drivers are not permitted to open doors at private locations or residences.

*To receive door-to-door service, the following conditions must be met:*

- 1) The outermost door must be no more than 150 feet from the vehicle.
- 2) The driver must be able to maintain sight of the vehicle at all times.
- 3) There must be a direct path and safe access from the vehicle to the door.
- 4) There must be safe parking on a public roadway or public parking lot.
- 5) The parked vehicle must not block or impede traffic.
- 6) Driver will make **Reasonable Modification** to accommodate passengers when need.

If any of these conditions are not met, the location is considered non- serviceable for door-to-door service and the driver will render curb-to-curb service at the identified location. Customers will be expected to meet the driver at the curb. For curb-to-curb service, passengers are responsible for getting to and from the curb at the pick-up and drop-off location by themselves. If a driver is at a location that is non- serviceable for door-to-door service, the driver must contact the dispatcher to report the reason. Dispatch will attempt to contact the passenger. Upon doing so, the customer will be advised of the situation and asked to meet the vehicle at the curb.

### **Gated Communities**

Those passengers that reside or travel to or from a gated community should remain in their apartment until the bus has arrived at the gate.

The passenger will be notified that the bus has arrived at the gate. If the buzzer at the gate does not work, the HCT driver will call dispatch and dispatch will notify the passenger to open the gate.

## **Boarding the Bus**

Passengers must have their HCT Paratransit identification card, ready to present to the driver when boarding the HCT bus. Failure to provide an identification card at the time of boarding will result in the disruption of a passenger's service and the passenger's trip will be canceled will need to call and reschedule the appointment and request a new card if lost or misplaced.

## **Needing Driver's Assistance**

HCT Demand Response service is a door-to-door service. Drivers are not permitted to take passengers up or down steps, ramps, or walks. The drivers will assist with the lift when boarding the bus and wheelchair securements. Drivers will guide passengers who are blind or have low vision (per passenger's approval/request). It is important to note that the driver is not a personal care assistant and is not permitted to provide assistance beyond what is outlined in this guide.

***Passengers are responsible for making arrangements for any additional assistance.***

Additionally, HCT Demand Response drivers are strictly prohibited from:

- Entering or unlocking a passenger's private residence at any time.
- Assisting a customer using a wheelchair up or down steps or curbs.
- Waiting with passenger's at their destination.
- Handling a service animal.
- Operating the controls of an electronically operated mobility device.
- Making personal or unscheduled stops at the request of the customer.

## **Drivers Wait Time**

It is important to be at the designated pickup location at the scheduled pickup time indicated by the appointment time given when appointment was made. The bus will wait up until five minutes past the scheduled pickup time for the passenger to arrive at the door or designated pickup point. The bus is not scheduled to wait while the passenger conducts business at their destination.

The passenger will need to make an appointment for their return trip for a designated pickup time, or call when ready for pickup. Pick up time and driver wait time requirements will also apply to the return trip.

## **Closed Business**

If a business is closed upon the arrival of the vehicle, the passenger can choose to stay on the bus and be dropped off at the return address at the convenience of HCT driver.

## **Early or Late Pickup Requests**

HCT is not obligated to comply with a change for an early or late pickup on the day of the scheduled trip. HCT will try and accommodate an early or late request on the day of the scheduled trip, however; other scheduled trips cannot be disrupted. Drivers are not allowed to start earlier than the first scheduled pickup on their manifest nor are the drivers allowed to stay later than the last scheduled drop-off on their manifest for an early or late request.

## **Pickup Locations Procedures**

To provide safe, on-time service for all passengers, HCT Paratransit is putting in effect the following pickup procedures

### Apartments

Passengers who live in a large, multiple unit apartment complexes must meet the bus at the curb closest to their address. Passengers in apartment complexes that are inaccessible to HCT bus must meet the vehicle at the main entrance to the complex. If the facility has a guarded gated or limited access, the passenger should inform the security staff of the scheduled pickup and return times. If a passenger is visiting someone inside a guarded gate or limited access, it is the passenger's responsibility to advise the person they will be ahead of time for access. Drivers must remain with the bus and are not allowed to go inside the apartment.

### Office Complexes

Passengers traveling from a large office complex, medical facility or other similar area must meet the bus at the curb closest to the main reception desk or main lobby entrance. Drivers must remain with the bus and are not allowed to go inside the facility.

### Nursing Homes

Passengers traveling from a nursing home should meet the bus at the curb closest to the main lobby. Drivers will remain with the bus and are not allowed to go inside the facility.

### Adult Day Care and Dialysis Centers

Passengers should be waiting in a designated area when the bus arrives to pick them up at the centers. Drivers will assist passengers in boarding the bus. Drivers will remain with the bus and are not allowed to go inside the facility.

It is highly recommended that the center contact HCT at (601) 545-4671 if there is a problem with the schedule pickup time. HCT does not handle emergency trips to or from the hospital.

### Malls

Passengers will be picked up and dropped off nearest the main door of the food court location. Drivers will remain with the bus and are not allowed to go inside the mall.

### Churches

Passengers will be picked up and dropped off at the main reception desk or main lobby entrance in front of the building. Drivers will remain with the bus and are not allowed to go inside the church.

### Other large areas not specified

Passengers will be picked up and dropped off at the main reception desk or main lobby entrance in front of the building. Drivers will remain with the bus and are not allowed to go inside any facility.

### ***Exception:***

If the main reception desk or main lobby entrance does not meet ADA accessibility standards, it is the passenger's responsibility to contact the facility administrator for determination of their designated accessible entrance and notify HCT *prior* to the trip.

## **What If I Fail to Show Up For A Scheduled Trip?**

### ***HCT No-Show Policy***

*Scheduling a ride and then failing to use the service without proper 24 to one-hour cancellation causes serious transportation and scheduling problems for all HCT customers. A no-show will be added to a passenger's record when following situation(s) occur:*

- Not being at the pickup location within five minutes after the scheduled pickup time. (Do not leave the pickup location until the 30-minute window has passed.)(one penalty point)
- Canceling a ride less than one hour before the scheduled pickup time. (one penalty point)
- Choosing not to ride after the vehicle arrives for pickup. (one penalty point)
- A pattern or practice cancellations within 30 calendar days.

Drivers are required to wait for customers five minutes from arrival within the pick-up window at the pick-up location to present themselves for boarding. They will wait one minute at the door for the passenger.

If the passenger is not present for boarding within that time, the driver will notify the call center and request to begin the no-show process. The call center will then verify that the driver is at the correct location and make a good faith effort to call the passenger before authorizing the driver to proceed to the next destination. It is the responsibility of the passenger to cancel any other trips for the day if not needed. Under Federal Law, HCT may not assume that a passenger will not take the other scheduled trips for that day.

### ***No-Show Violations***

In any calendar month, any customer who has booked ten trips or more and has no-showed or late cancelled at least 10% of those trips will receive a suspension notice. Additionally, to ensure that only habitual offenders are suspended, a passenger will have to accumulate three or more penalty points to receive a suspension. A passenger will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. Any passenger who receives a no-show violation will be notified of such in writing. The passenger has the opportunity to appeal any no-show violation. The appeal must be in writing and received by HCT within ten business days of the receipt of the Notification Letter.

*All suspension periods will begin on a Monday. The length of a passenger's suspension will follow this schedule:*

- Upon a first violation in the calendar year, a passenger receives a warning letter.
- Second violation:           7 day (1-week) suspension
- Third violation:           14-day (2-week) suspension
- Fourth violation:         21-day (3-week) suspension

If you no-show or late cancel because of circumstances beyond your control, please call the office at 601-545-4670 to explain the circumstance, and request the removal of the no-show violation.

HCT will review all no-shows and late cancellations to ensure that the process was followed properly and an accurate count was represented. Any no-show or late cancellation that is found to be in error will be removed from the passenger's records.

If you dispute a suspension under this policy, you have the right to file an appeal. Appeal request must be filed in writing. A copy of the appeal process will be sent to you with your suspension letter.

The appeals should be addressed to:

**Director  
Department of Urban Development  
P.O. Box 1898  
Hattiesburg, MS 39403-1898**

The passenger will be notified in writing of an appeal hearing date and time. Appeals are held the last Monday of each month unless otherwise notified.

### **What If My Caretaker Is Not Available At the Drop-Off Location?**

If the passenger cannot be left unattended after exiting the bus and the caretaker is not at the drop-off location when the bus arrives, the passenger's service will be suspended for 14 calendar days. If this situation happens a second time, the passenger's service will be suspended for 30 calendar days. If the situation happens a third time, the passenger's service will be suspended for 60 calendar days. If the situation happens a fourth time, the caretaker will have to show cause why the service should not be permanently removed.

### **May Someone Ride With Me?**

A passenger who is unable to travel alone because of a functional disability and requires a personal care attendant (PCA), will not be required to complete an application, however the passenger must provide his/her own PCA. HCT cannot provide attendants. If a passenger must use a PCA, this must be noted during the initial application process.

*49 CFR Part 37 Subtitle A Appendix D states that a PCA is someone designated or employed specifically to help the eligible individual meet his or her personal need. To prevent potential abuse of this provision, the rule provides that a friend or family member does not count as a personal care attendant unless the eligible individual regularly makes use of a personal care attendant and the companion is actually acting in that capacity.*

An adult personal care attendant must accompany a HCT Paratransit passenger.

Please inform when scheduling a trip if a personal care attendant will be traveling with the passenger and also if the PCA will be using a mobility aid.

Companions, personal care attendants, escorts and children are not allowed on a bus without the eligible passenger aboard.

Traveling companions, including children, that ride with the certified Paratransit passenger do not need to be certified by HCT and do not need an I.D. card. Other traveling companions may ride with a passenger if space is available. When scheduling trips, passengers must inform us if they are going to be accompanied by companions and any mobility device(s) the companions will be using.

HCT requires that all children less than four years of age, or weighing less than forty pounds, must ride in a child's safety seat. Adult passengers accompanying the child must provide the safety seat.

## **What About Visitors with Disabilities?**

Visitors to the City of Hattiesburg, who are functionally disabled, will be given “presumptive eligibility” and can ride for up to 21 days each year without being certified by HCT. Visitors must provide proof of disability when boarding the bus by supplying the ADA identification card from other transit systems.

HCT ADA eligibility card will be recognized throughout the country and passengers may use it to ride Paratransit service wherever it is applicable and available. Check with the transit system for the exact rules and regulations for scheduling a trip.

## **How Do I Board The Bus With A Mobility Aid?**

### **Lift requirements**

The bus lift can accommodate 800 pounds or less. HCT lifts will hold wheelchairs and scooters up to 48” long and 30” wide. Mobility aide beyond these specifications might not be transportable. We reserve the right to refuse transport if unsafe. Examples of mobility aids that are not allowed on HCT vehicles are shopping carts and “gen” chairs (chairs used in healthcare facilities to mobilize patients). For your safety, please make sure that brakes, batteries, and other parts on your wheelchair or mobility device are in good working condition.

If you need assistance boarding the vehicle, the driver will assist you. All drivers are trained to operate a wheelchair lift and the mobility aid securement devices. All wheelchairs and scooters must be secured. Any passenger refusing for their wheelchair or scooter to be secured will not be allowed transportation. Ambulatory passengers utilizing the vehicle lift should use provided hand rails for safe boarding.

For passenger safety and comfort while traveling on HCT, the following procedures are required:

- The lift permits both inboard and outboard facing passengers.
- Lock brakes, if applicable, while on lift.
- Turn off electric power on wheelchair. The driver will instruct the passenger when to reengage the power.
- Wait for the driver’s assistance and follow instructions when entering and exiting the vehicle.
- HCT cannot transport passengers with inoperative mobility devices.

All wheelchairs and scooters must be secured. Any passenger refusing for their wheelchair or scooter to be secured will not be allowed transportation. Failure for HCT to provide securement devices will not disrupt the trip.

### **Can I Transport Packages?**

Packages are allowed on the bus, but for safety reasons, we ask that passengers limit their bags to 4 per trip. If you need to carry more than 4 packages, we recommend that you place your bags in a larger duffel, canvas, or rolling bag. Passengers should only carry as much as they can handle, as the drivers will not be able to assist with boarding while the vehicle is on route. You may request a large bag from HCT that can be provided to you at cost. If you still need to have more than 4 bags on one trip, please contact HCT **prior** to that trip to make arrangements.

### **Can I Transport Animals?**

Service animals are allowed in all HCT buses and facilities. A service animal is defined by ADA as any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing of intruders or sounds, providing minimal protection. A *Service Animal Registration Form* must be submitted for all passengers who wish to board with a service animal.

For safety reasons, drivers are not permitted to handle service animals. Your service animal must be under your control at all times and cannot ride on seats. Your service animal can ride in an approved carrier or can ride on the floor at your feet. Personal pets are not allowed on or in any HCT bus or facility. Please see the ***HCT Service Animal Policy***.

### **What Is My Responsibility As A Passenger Using HCT Services?**

The following rules are provided to ensure the safety and comfort of all HCT passengers:

- No eating, drinking or smoking in a HCT bus.
- No riding under the influence of alcohol and/or intoxicating drugs in a HCT bus.
- No operating or tampering with any equipment while in the bus. This rule includes operating the hydraulic lift and attempting to remove wheelchair tie downs.
- Use earphones with radios and tape/CD players.
- Fold strollers.
- Do not talk to the driver unless you need assistance.



## **What Are The Responsibilities of the HCT Drivers?**

Drivers are expected to obey the same rules as passengers. In addition, the following rules also apply:

- Drivers may assist passengers when boarding or exiting the vehicle.
- Drivers may assist from the door of the passenger's destination or point of origin.
- Drivers are not allowed to assist with packages with the exception of securing a wheelchair passenger's packages.
- Drivers are not allowed to accept tips or gratuities, or act in any manner that would suggest that tipping is appropriate. This includes special occasions such as birthdays and/or holidays.
- Drivers are not allowed to talk with passengers or engage in any other distracting activity (i.e. using a cell phone or electronic audio and/or video device) while operating the bus.

### **Direct Threat and Abusive Behavior:**

HCT service may be suspended or terminated due to inappropriate, aggressive, threatening or abusive behavior toward other customers or HCT employees. Service suspension may also result from abusive behaviors such as verbal assault, illegal conduct, or repeat violations of HCT policies. This policy is not only limited to passengers, but also to those acting on behalf of the passenger, including PCAs.

### **Severe Weather or Hazardous Conditions**

During severe weather, icy or otherwise hazardous road conditions or emergency situations, HCT may make service modifications. Examples of severe weather or hazardous conditions are icy roads, snow accumulation, high winds and tornados. During severe weather or hazardous conditions door-to-door service may revert to curb-to-curb service as needed.

### **Lost and Found**

HCT is not responsible for lost or stolen items. If you believe you have lost something on HCT, call the office at 601-545-4670 to inquire if the item has been turned in. Any item turned in to HCT will be at the main office located at 1001 S Tipton St. Items will be held for 30 days. Passengers must come to HCT to recover lost items.

## **Suggestions, Inquires, Complaints, and Recommendations**

HCT wants to provide the passengers of the City of Hattiesburg with safe, dependable and efficient transportation. We look forward to working with the passengers to provide the best service possible. If the passenger has any suggestions, questions, complaints or recommendations, they may be submitted on the city website at [www.hattiesburgms.com](http://www.hattiesburgms.com), or made to the address and phone number below:

**HCT Division Manager  
Hub City Transit Center  
P.O. Box 1898  
Hattiesburg, MS 39403-1898  
(601) 545-3356  
Email: [crussell@hattiesburgms.com](mailto:crussell@hattiesburgms.com)**

Specific details help HCT thoroughly address concerns. Please include the following information when calling or writing:

- Name, address and telephone number.
- Date and time of experience.
- Vehicle Number and/or operator's name.
- Employee's name, if concerning making appointments.
- Explanation of the occurrence or suggestions.

## **What About ADA Compliance?**

Regarding ADA compliance, we wish to meet every passenger at his/her point of need, so we welcome the passenger's suggestions, comments, feedback, and any concerns.

If a passenger does not feel their concerns or comments have not been addressed, please contact:

**Andrew Ellard, *Director of Urban Development*  
P.O. Box 1898  
Hattiesburg, MS 39403-1898  
Phone: (601) 545-4590  
Email: [aellard@hattiesburgms.com](mailto:aellard@hattiesburgms.com)**

**Or the HCT Division Manager:**

**Calvin Russell, Jr., *HCT Division Manager*  
HUB City Transit Center  
P.O. Box 1898  
Hattiesburg, MS 39403  
(601) 545-4671 Email: [crussell@hattiesburgms.com](mailto:crussell@hattiesburgms.com)**



## **HCT Paratransit Passenger's Guide**

**HCT Paratransit Services  
1001 South Tipton Street  
Hattiesburg, MS 39401**

**or**

**P.O. Box 1898  
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**To Schedule Appointments, call 601-545-4670**

**HCT Division Manager – Calvin Russell, Jr.: 601-545-4671**

