

Hoke Area Transit Service (H.A.T.S.)

All reservations must be received **no later than 11:00 a.m.** one day prior to the scheduled appointment.

Each client should be ready **one hour** prior to scheduled time for "in town" transportation and two hours prior to appointment time for "out of town" transportation.

Medicaid clients call **Hoke County Department of Social Services at (910) 878-4041.**

Senior Citizens call **Senior Services at (910) 875-8588.**

Schedule Days	Areas Covered	Times
Monday	Hoke County	4:00 AM – 7:00 PM
	Moore County	7:00 AM – 4:00 PM
	Chapel Hill-Duke	5:00 AM - 4:00 PM
Tuesday	Hoke County	4:00 AM – 7:00 PM
	Fayetteville	7:00 AM – 4:00 PM
Wednesday	Hoke County	4:00 AM – 7:00 PM
	Moore County	7:00 AM - 4:00 PM
Thursday	Hoke County	4:00 AM – 7:00 PM
	Fayetteville	7:00 AM – 4:00 PM
	Chapel Hill-Duke	5:00 AM – 4:00 PM
Friday	Hoke County	4:00 AM – 7:00 PM
	Scotland County	7:00 AM – 4:00 PM
	Robeson County	7:00 AM – 4:00 PM

PUBLIC TRANSPORTATION

We are committed to ensuring that no person is excluded from participating in or denied the benefits of the transit services we offer. For more information or to file a complaint you may contact us by mail, telephone or email:
 Ms. Nancy Thornton, Transit Director
 Hoke Area Transit Service, 316 S. Magnolia Street, P.O. Box 977, Raeford, NC 28376, (910) 875-8696 n Thornton@hokecounty.org

PASSENGER	FARES
Seniors, Children, Students, Handicapped & Disabled Passengers in Hoke County	\$0.75 One-way
Adult 18-60 in Raeford City Limits	\$1.00 One-way
Adults 18-60 Out of City Limits, In Hoke County	\$2.25 One-way
Seniors, Children, Handicapped & Disabled Passengers Going to Moore, Robeson, Cumberland, & Scotland Co.	\$3.75 One-way
Adults 18-60 Going to Moore, Scotland, Robeson & Cumberland Counties	7.50 One-way
Seniors, Children, Handicapped & Disabled Passengers Going to Moore, Robeson, Cumberland, & Scotland Co.	\$7.50 One-way
Adults 18-60 Going to Chapel Hill, Durham & Raleigh	\$15.00 One-way

Hoke Area Transit Service
 316 S. Magnolia Street
 Raeford, NC 28376
 Phone: (910) 875-8696
 Fax: (910) 875-7110
 TTY-TDD
 (800) 735-2962

PUBLIC TRANSPORTATION

Hoke Area Transit Service (H.A.T.S.)



We Accommodate Special Needs

Phone: (910) 875-8696
 Fax: (910) 875-7110
 TTY-TDD
 (800) 735-2962

PUBLIC TRANSPORTATION

HOKE COUNTY AREA TRANSIT SERVICE:

HATS, for short, is a county operated transportation system designed and operated to provide human services and to Rural General Public curb to curb transportation to that portion of the population for which transportation or mobility is a problem. HATS operates four different types of vehicles daily; mini-vans, center aisles 12 passenger vans, lifted equipped handicapped vans, and 18 passenger cutaway vans. HATS regularly transport, by appointment, patients to doctor offices, clinics, dialysis, physical therapy, and pharmacies. HATS also transports clients to workshops, WorkFirst job sites, Senior Citizen Nutrition sites, out of county medical appointments when the service is not available locally, and various other contracted services. Periodically, HATS also provides transportation service to local festival events held throughout the county.

SCHEDULING APPOINTMENTS FOR TRANSPORTATION:

Persons wishing to schedule transportation should call HATS at (910) 875-8696 anytime before one (1) day prior to their appointment date. All Medicaid recipients must call Hoke County Department of Social Services at (910) 878-4041 to get approval for medical transportation prior to attempting to schedule any transportation to appointments out of county in Moore, Scotland, Robeson or Cumberland County or UNC-Chapel Hill and Duke Medical Centers.

“NO SHOW” POLICY:

HATS has a no show policy for riders who have scheduled transportation. If a rider has scheduled an appointment to ride with HATS and does not cancel before the vehicle arrives for pickup, this is considered a “No Show”. If a rider has two (2) “no shows”, their transportation is suspended for thirty (30) days. A second offense of two “no shows” will result in a sixty (60) day suspension of transportation. A third offense of two “no shows” will result in a six month suspension of transportation. Rural General Public riders who receive a “no show” must immediately pay for that no show before receiving any further transportation from HATS.

DIVISION OF AGING TRANSPORTATION:

HATS provides access to transportation within Hoke County to any Senior Citizen 60 years of age or older. This service is provided through limited funding received through the Hoke County Senior Services. Senior citizens may schedule their transportation by calling Division of Aging (Senior Services) at (910) 875-8588 to check availability. HATS will offer any rider the opportunity to contribute toward the cost of the service rendered to help support the use of the system for other older adults. All contributions are completely voluntary and no one will be denied service if they are unable to contribute.

SERVICE ANIMAL POLICY:

HATS allow the presence of a service animal accompanying a disabled rider requiring the aide of a service animal. All other pets or animals of any kind are prohibited from riding on all HATS vehicles.

PERSONAL PROPERTY:

HATS riders are allowed to carry personal items on any HATS vehicle, however, we request you limit the amount of commercial purchases made to three (3) bags due to limited space and lack of time needed for extended loading and unloading. Any personal property carried on a HATS vehicle is the total responsibility of the owner of the property. HATS assume no responsibility for any personal property damaged or left on HATS vehicle. HATS prohibit the possession of any weapons or products considered to be hazardous in nature on any HATS vehicle at any time.

PERSONAL CONDUCT:

The consumption of food or drink is discouraged while on a HATS vehicle. Riders are asked to remove any litter which they generate while riding a HATS vehicle. The use of profane, foul, and abusive language or any form of disrespect for others will not be tolerated while riding a HATS vehicle. Riders who cannot respect this policy will be expelled from the vehicle. HATS drivers have the authority to deny transportation and contact Law Enforcement for any violation of this policy.

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Raeford, NC 28376