

## **WHITFIELD COUNTY TRANSIT POLICY FOR PUBLIC TRANSPORTATION**

In order for Whitfield County Transit Service to offer safe and timely transportation, there are certain policies in place that we must ensure are followed. Keep in mind Whitfield County Transit Service is public transportation and not a private taxi service. In order to operate efficiently, other stops may be made during your route, so know that we may not always be able to transport immediately to your destination.

- Whitfield County Transit Service is a Curb-to-Curb service. If a client needs assistance from the bus to enter the destination, then an aid/attendant should ride along with them, or meet at the destination 10 to 15 minutes prior to arrival time. There is no charge for aid/attendants. Drivers are not to enter a client's home under any circumstance.
- Riders should be ready 30 minutes ahead of scheduled pick-up time. If a client is not ready upon bus arrival, driver will only wait 5 minutes before reporting the client as a no-show and continuing on to the next appointment.
- Passengers must be 16 years of age or accompanied by an adult.
- Parents of small children are required to provide the appropriate child safety seats.
- No-show fees. A client with a scheduled trip, who does not call the Transit office in advance to change or cancel the trip or who is not at the pickup site at the scheduled time will be considered a no-show. After a client no-shows, it will cost a total of \$8.00 to board the bus again (\$4.00 for a no-show fee and \$4.00 for the fare).
- Carry-on items (groceries, shopping bags, etc) are limited to small sized that can be held in their lap.
- Scooters are strongly discouraged. These devices are not designed to be secured to public transportation vehicles. Whenever possible, for your safety, we recommend riding in a wheelchair. All drivers have the right to refuse transport if they feel the device is unsafe for transit.
- Clients may be banned from the bus for the following without any notification: Swearing, cursing or inappropriate language, bringing weapons on board, threatening a driver or other passenger, exposing a driver or passenger to bodily fluids, intoxication from drugs and/or alcohol, or any disruptions that endanger the driver or other passengers or affects the driver's driving ability.
- In accordance with Federal law, Whitfield County is prohibited from discrimination in its programs and services on the basis of race, color, national origin, age and disability.