

## 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 circumstances.
- 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. In the event a rider no -shows 2 consecutive times with out payment the riders transportation will be denied until payment of the no -show is received.
- Passengers must be 16 years of age or accompanied by an adult.
- 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-show, 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). In the event a rider no -shows 2 consecutive times without payment the riders transportation will be denied until payment of the no -show is received.
- Carry-on items (groceries, shopping bags, etc.) are limited to small sized that can be held in the passenger's lap.
- 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 passengers, exposing a driver or passenger to bodily fluids, intoxication from drugs and or alcohol, public health risks such as COVID-19, bed bugs, scabies or any other any other communicable illness which may threaten the safety of the driver of passengers.
- Automated lifts are provided for three-or-more wheeled manual or power-driven mobility devices as long as the lift can accommodate the size and weight of the device and its user, and there is space for the mobility device on the bus. Lift service may also be provided to other power-driven mobility devices unless it is determined the particular type of device is contrary to legitimate safety requirements. For safety purposes, mobility devices will be secured using a four-point tie down system. Drivers will assist passengers with the use of the securement systems and lifts. Passengers are advised that drivers are not permitted to operate a power-driven mobility device onto the lift. Passengers unable to use the steps may use the automated lift to board the vehicle. Ambulatory passengers who choose to use the automated lift should be able to stand without assistance and to hold onto the handrails.
- Whitfield County Transit drivers are trained to enforce equally for all passengers regardless of disability, these policies. The ADA does not allow trip denials based on any type of disability.
- 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.