

TOWNS COUNTY TRANSIT POLICY FOR PUBLIC TRANSPORTATION

For Towns County Transit Services to offer safe and timely transportation, there are certain policies in place that we must ensure are followed. Keep in mind Towns County Transit Services is public transportation and not private taxi services. To operate efficiently, other stops may be made during your route, so know we may not always be able to transport immediately to your destination.

- Towns 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 allowed 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, the driver will only wait 5 minutes before reporting the client as a no-show and continue to the next appointment. In the event a rider no-shows 2 consecutive times without payment the rider's transportation will be denied until payment of the no-show is received.
- Passengers must be 16 years of age or accompanied by an adult.
- Clients may be banned from the bus for the following without any notification: swearing, cursing or inappropriate language, bring 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 communicable illness which may threaten the safety of the driver or passengers.
- Automated lifts are provided for three-or-more wheeled manual or power-driven mobility devices if 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 services may also be provided to other power-driven mobility devices unless it is determined the device is contrary to legitimate safety requirements. For safety purposes, mobility devices will be secure using a four-point tie down system. All passengers, whether using a mobility device or not during transport must always utilize the vehicles seat belt securement system while the vehicle is in motion.
- Towns County Transit drivers are trained to enforce equally for all passengers regardless of disability and department policies. The ADA, nor Towns County Commissioner does not allow trip denials based on any type of disability.
- In accordance with Federal Law, Towns County is prohibited from discrimination in its programs and services on the basis of race, color, national origin, age and disability.