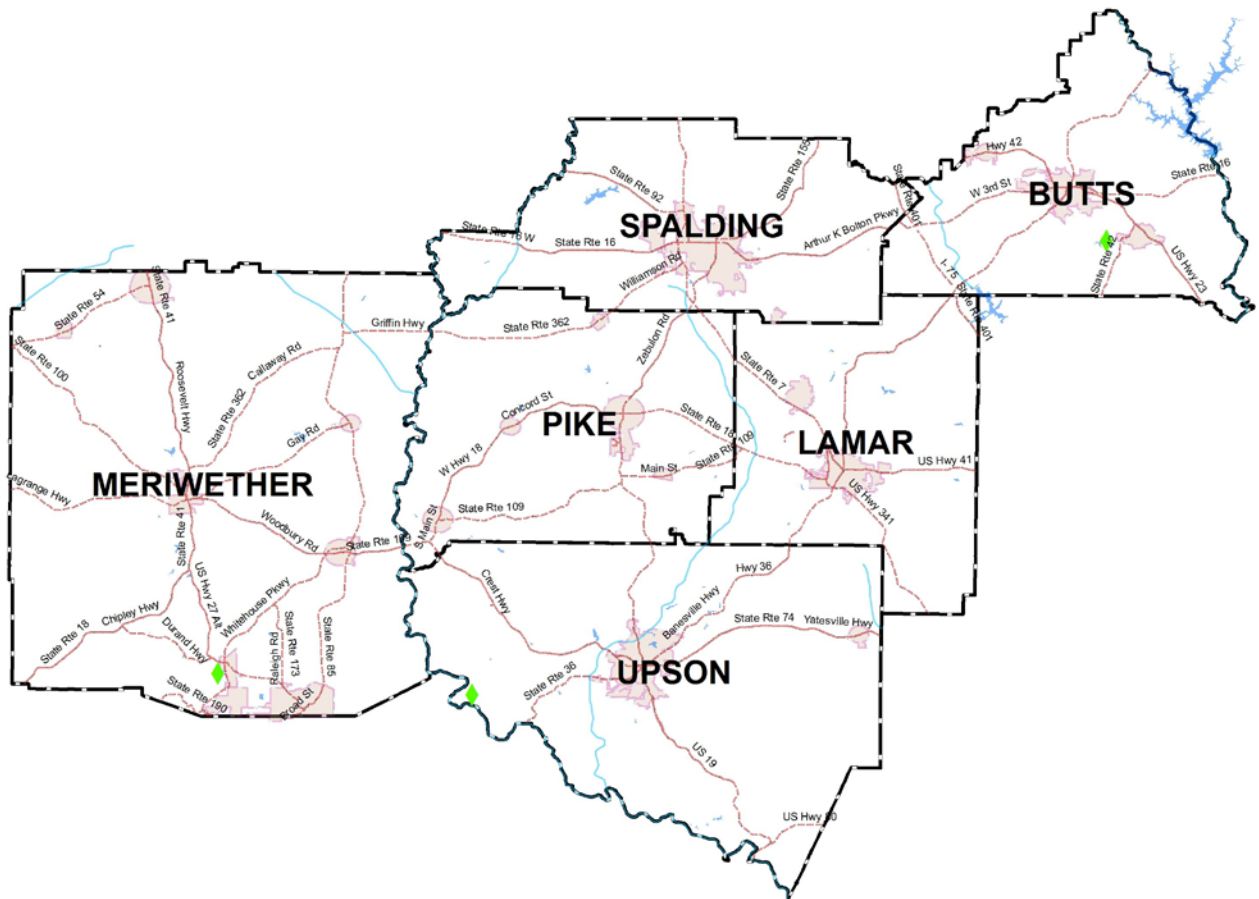


**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**1. Introduction**

The Section 5311 Program provides member governments with an opportunity to provide transit services for improving access to business, commercial and activity centers. Section 5311 is the name of the Federal funding program administered by the Federal Transit Administration (FTA) to provide assistance for rural public transportation. Federal transit funds are allocated to the states on a formula basis, and can be used for capital assistance, operating assistance, planning, and program administration. The Georgia Department of Transportation (GDOT) is responsible for administering the program.

Member governments that make up the Three Rivers Regional Commission (TRRC) participate in a regional public transportation service area that includes Butts, Lamar, Meriwether, Pike, Spalding, and Upson Counties, and the City of Griffin. The regional public transportation program is administered by the TRRC on behalf of the member governments, and was the first regional rural/suburban public transit service area established within the state. The regional approach has proved to be a cost effective way to provide public transportation within the service area. The system is most heavily used by the senior citizens, local workforce, and disabled populations within the service area.



**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

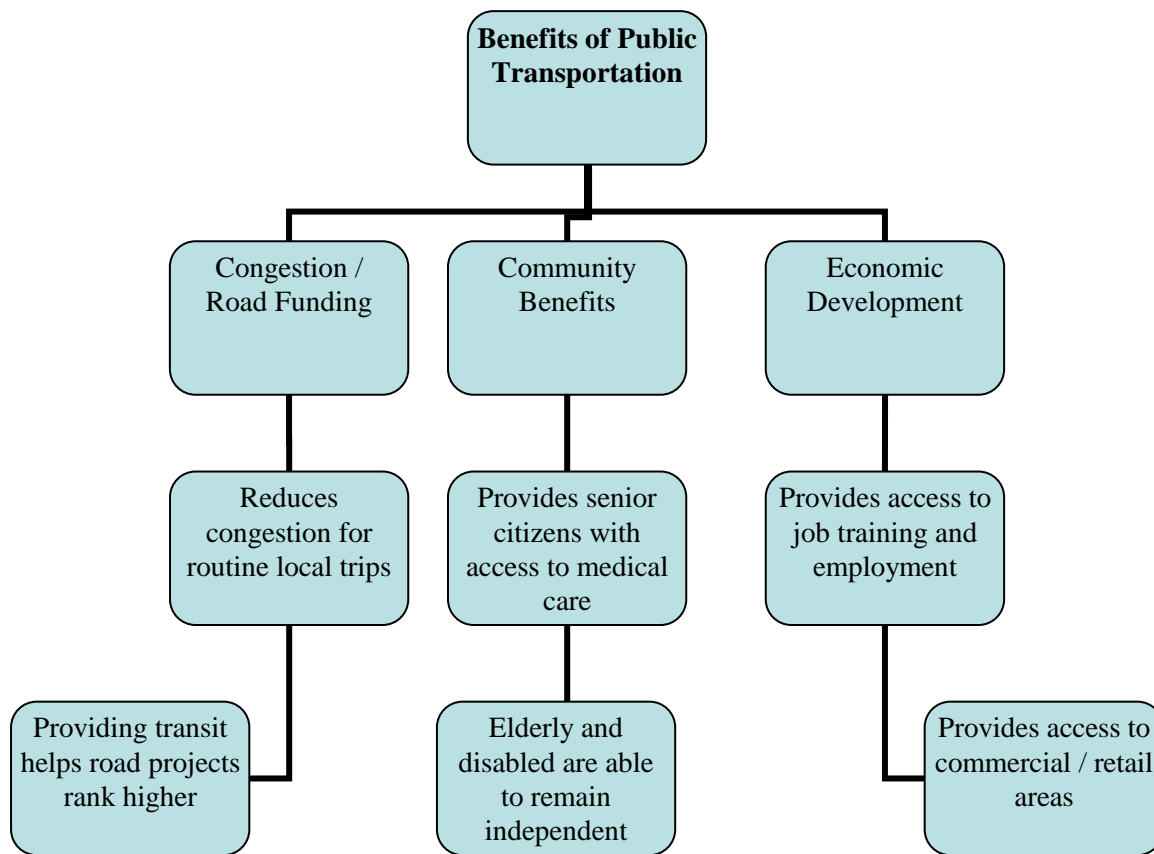
**2. The Transit System**

**Three Rivers Regional Commission Management Team:**

Lanier Boatwright, Executive Director  
Robert Hiatt, Governmental Services Director  
Peggi Tingle, Administrative Services Director  
Mamie Tomys, Transit Contracts Administrator

The program has been operating throughout the four of the five counties since September 8, 1999. The six counties that make up the Three Rivers Transit System in 2015 are Butts, Lamar, Meriwether, Pike, Spalding, and Upson Counties. Public transportation is used to assist people to obtain and retain employment, receive regular medical attention, provide access to job training, provide access to commercial zones, and quality of life enhancement purposes.

Public Transportation Benefits



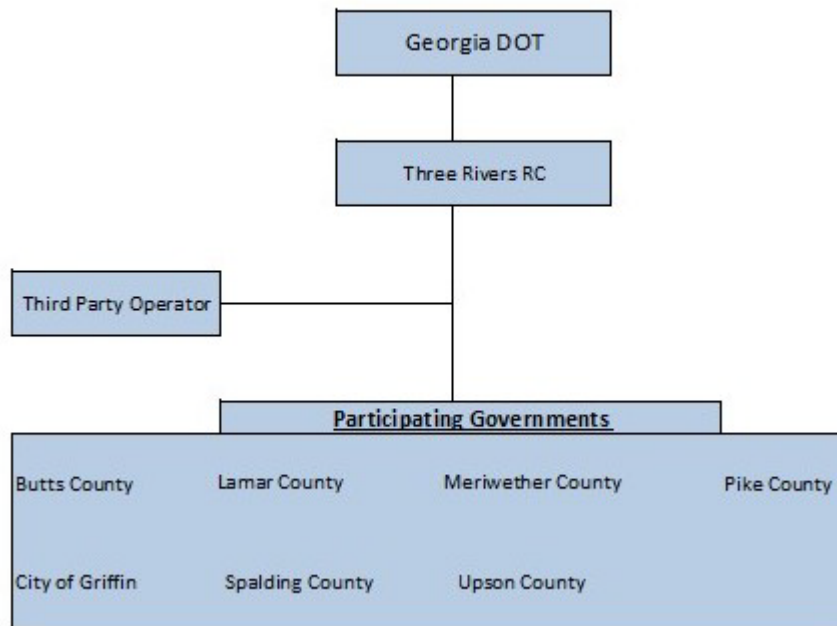
**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**Contract Administration**

The TRRC functions as central contractor and administrator for the regional transit program. By contract, the TRRC is responsible to each County for completing the monthly reports to the Georgia Department of Transportation (GDOT), and ensuring that compliance with state and federal regulations are implemented and ongoing. Each participating county within the Three Rivers Transit System enters into a yearly agreement with the RC, and pays their share of projected transportation funding. The TRRC monitors all work done by the Third Party Operator (TPO) and will review all monthly reports and records prior to submission to GDOT. The TRRC will work with the TPO regarding problems or issues involving transportation. Most problems and issues can be dealt with administratively; but if needed, the TRRC will bring them before the regional Technical Coordinating Committee. A county's representative on the Technical Coordinating Committee has decision making authority and if warranted, will take the problem or issue back to the respective County Commission.

Contractual Relationships

**Three Rivers Regional Transit Contract Organizational Chart**



**3. Regional Technical Coordinating Committee**

The Regional Technical Coordinating Committee (RTCC) for the public transportation system is comprised of individual TRRC board members that are also county commissioners, and the current county commission chairman for counties that do not have an active county commissioner on the TRRC board. The RTCC meetings are called when an issue or policy needs to be discussed prior to being changed and implemented.

- |                    |                   |
|--------------------|-------------------|
| Butts County:      | Roger McDaniel    |
| Lamar County:      | Charles Glass     |
| Meriwether County: | Beth Hadley       |
| Pike County:       | Briar Johnson     |
| Spalding County:   | Raymond Ray       |
| Upson County:      | Steve Hudson      |
| Three Rivers RC:   | Lanier Boatwright |
| Three Rivers RC:   | Robert Hiatt      |

**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

#### **4. Services Provided**

##### **Demand Response**

The Three Rivers Transit System uses a demand response service model where passengers must call in to schedule a trip. Van routes and capacity are checked versus the time of day of the desired trip and new passengers are added if there is capacity to accommodate the trip. Non-subscription passengers are required to call 24 hours in advance to schedule a trip.

##### **Purchase of Service (POS) / Subscription Trips**

Any government agency or local business group can buy trips on the rural public transportation system, and this is commonly referred to as being a “purchase of service” (POS) type trip. POS trips bring in additional revenues, and help to buy down the local government’s cost to provide public transportation.

Funds are provided to local human service agencies such as senior centers, labor departments, and agencies that deal with the disabled. The funding is provided through a coordinated transportation program administered by the Department of Human Resources, and human service trips are then purchased on the public transportation system. A more detailed description of the most common types of human service trips can be found next.

##### **Senior Centers**

DHR’s Aging Division administers a statewide system of services for older Georgians. Most of these services are administered at the regional level by Area Agencies on Aging (AAA), and delivered by local senior centers.

Type(s) of Service: Provide transportation of eligible persons to and from community facilities and resources applying for and receiving services, reducing isolation, or otherwise promoting independent living. Subscription Services are ordered by participating agencies. Trips may be provided on the basis of Subscription Service, Scheduled Response, Demand Response and Group Trips. Door-to-Door Service is necessary.

Points of Origins and Destinations:

- From senior adults' homes to Senior Centers and return.
- From Senior Centers or residences to field trip locations in and out of the county of residence and return.
- From Senior Centers or residences to shopping districts and return.
- From Senior Centers or residences to service access points (social service agencies) in the community.
- From Senior Centers or residences to health services and return.

**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**Department of Family and Children Services**

County offices of the Division of Family and Children Services (DFCS) administer social service programs, support services for employment and financial assistance to families with problems caused by poverty, neglect or lack of education. Transportation is among one of the support services provided to help families become self-sufficient. Transportation is of particular importance under the Temporary Assistance to Needy Families Program (TANF). Transportation is often a barrier to accessing and maintaining training and employment.

Type(s) of Service: Scheduled Demand Response, Demand Response, and Subscription Service. Curb to Curb.

Points of Origins and Destinations: Points of Origins and Destinations vary between participants. From residential addresses throughout the region such as day care providers, education and training activities, work sites, work experience locations, job search activities, and return trips.

**Department of Labor – Vocational Rehabilitation Services (VRS)**

The Department of Labor administers rehabilitation services, including providing physical rehabilitation, job training and job placement of people with disabilities. Vocational Rehabilitation Services (VRS) provides opportunities for work and personal independence for people with disabilities. Local offices throughout Georgia coordinate employment readiness and other services for people with physical mental or emotional disabilities. Services include: job analysis; accessibility surveys; work and job readiness; work adjustment; job coaching; and supportive employment

Type(s) of Service: Door-to-Door, Subscription and Demand Response Services.

Points of Origins and Destinations: Origins and destinations vary between consumers. Examples of destinations include colleges, vocational schools, medical appointments, work /training sites, etc.

**Division Of Mental Health, Developmental Disabilities And Addictive Diseases (MHDDAD)**

The Division of MHDDAD serves people of all ages and those with the most severe problems. Services are provided across the state through seven state hospitals, one mental retardation institution, and through contracts with 26 community service boards, boards of health and various private providers. In addition to providing treatment, support and prevention services, contracted community programs screen people for admission to state hospitals and give follow-up care when they are discharged. Transportation to and from services is among the many support services provided by MHDDAD.

Type(s) of Service: Door-to-Door, Subscription Services.

Points of Origins and Destinations: From residences to and from day rehabilitation, training sites, work sites, medical appointments, and day treatment, etc.

## **5. Vehicle Fleet Information**

The vehicle fleet is comprised of Goshen shuttle vans that can accommodate up to fourteen passengers. These vans cost between \$43,500 (without lift) and \$47,500 (with lift), and do not require a CDL license to operate. Prior to 2003, the regional transit system did use CDL vehicles but those vehicles were cycled out due to cost concerns and the inability to retain CDL qualified drivers.

**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

Listed below are the vehicles that are used in the regional transit system, and information about the types of vehicles that are used.

GDOT Fleet Number		Type	Year	Make	Seats	WC Lift
2885	Butts	Mini Bus	2010	Elkhart	11	Y
3313	Lamar	Mini Bus	2013	Elkhart	14	N
3510	Lamar	Mini Bus	2015	Elkhart	11	Y
2886	Pike	Shuttle Bus	2009	Elkhart	11	Y
2887	Upton	Mini Bus	2010	Elkhart	14	N
2888	Upton	Mini Bus	2010	Elkhart	14	N
3577	Upton	Mini Bus	2015	Elkhart	17	Y
3314	Upton	Mini Bus	2013	Elkhart	13	N
3065	Spalding	Mini Bus	2010	Ford	11	Y
3066	Spalding	Mini Bus	2010	Ford	11	Y
3067	Spalding	Mini Bus	2010	Ford	14	N
3068	Spalding	Mini Bus	2010	Ford	14	N
3069	Spalding	Mini Bus	2010	Ford	14	N
3501	Meriwether	Mini Bus	2015	Elkhart	14	N
3502	Meriwether	Mini Bus	2015	Elkhart	11	Y

**Public Transit Vehicle Example:**

**Exterior View**



Three Rivers Regional Commission  
Regional Transit Executive Summary

Interior View





**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**Vehicle Specifications**

**EC-I STANDARDS & OPTIONS**

**STANDARD CHASSIS FEATURES**

- Ford E-350 DRW Cut-Away Chassis
- Electronic 5-Speed Automatic Transmission
- 37-Gallon Fuel Tank
- Ford V-8 5.4L Gas EFI Engine
- OEM Installed Dash Air Conditioning and Heat
- 130 Amp Alternator
- 158" Wheelbase
- Heavy Duty Engine Cooling Package
- Chrome Front Bumper and Grill
- 11,500 GVWR
- Dual Electric Horns
- Driver Air Bag
- Heavy Duty Suspension
- Power Steering/Brakes
- LT225/75RX16E Tires
- Dual 650 CCA Batteries
- Tilt Steering Wheel/Cruise Control
- Dual Beam Headlights

- Entrance Door and Driver Modesty Panels
- All Aluminum Sidewalls and Skirts
- Dual Drive Shaft Guards
- Entry Door Assist Hand Rails
- Fully Welded Unifized Steel Cage Body Structure
- Undercoating
- Swing-A-Way Exterior Flat Mirrors with Integrated Convex Panels
- Drip Rail Over Passenger Windows and Entry Doors
- White Step Nosing – All Entry Steps
- Color/Function Coded Wiring Harness
- Laminated Steel Reinforced Composite Construction
- Master Electronic Printed Circuit Control Panel
- Side and Rear Emergency Egress Windows
- Stylized ABS Rear Trim
- 91" Interior Width and 77" Headroom
- Large 36" x 36" Upper T-Slider Windows
- Single Piece Seamless FRP Roof
- Smooth FRP Interior Walls
- FRP Ceiling

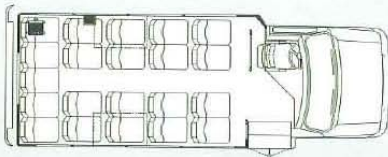
- Individual Reading Lights
- Spare Tire and Wheel
- Interior Luggage Rack
- Interior Convex Mirror
- Back-Up Alarm
- Overhead Luggage Racks
- Exterior Rear Center Mounted Brake Light
- Upgraded Dual Alternators (Diesel Only)
- Rear Luggage Compartment
- Ceiling Grab Rails
- AM/FM Radio with CD Player
- "Flat Floor" (No Wheel Well Risers)
- DVD Player with Flip Down Monitor
- Heated/Remote Exterior Mirrors
- High-Back or Mid-High Seats with Armrests
- Front Mud Flaps
- Ground Plane For Two-Way Radio Installation
- Paging System
- Rear Emergency Door with Ajar Package
- LED Exterior Lighting
- Rear A/C System
- Roof Escape Hatch
- Stainless Steel Wheel Inserts
- ADA Mobility Compliance Package
- All FRP Exterior
- Driver Running Board
- Electric Entry Door

**STANDARD BODY FEATURES**

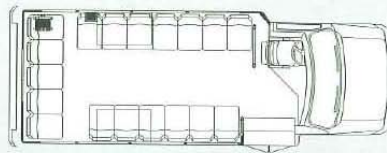
- FMVSS Certified
- STURAA Tested for 7 Years/200,000 Miles
- Insulated Roof and Exterior Walls
- Mar-View Right Side Cab Window
- Smooth Rubber Floor with Ribbed-Rubber Aisles
- Rear ABS Fender Flares
- Powder Coated Rear Steel Bumper
- Rear Mud Flaps

**POPULAR OPTIONS**

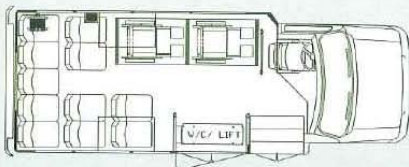
- Ford V-10 6.8L Gas EFI Engine
- Ford V-8 6.0L Diesel EFI Engine
- Rear Heat System
- Front and Side Destination Signs
- Mar/Ryde Suspension



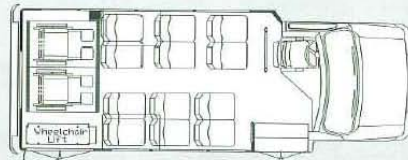
**21 Passenger - Forward Facing Seating**



**18 Passenger - Perimeter Seating**



**11 Passenger - 2 Wheelchairs - Front Lift**



**12 Passenger - 2 Wheelchairs - Rear Lift**

**Insurance**

Program contractors must maintain a minimum liability coverage in an amount of \$100,000 for death or injury of one (1) person, \$300,000 in the event of injury or death of two (2) or more persons in a single accident including liability to and employees engaged in the operation of the vehicles, and \$50,000 for property damage.

Vehicles with capacity over 15 passengers must maintain minimum liability coverage in an amount of



## Three Rivers Regional Commission Regional Transit Executive Summary

\$100,000 for the death or injury of one(1) person, \$500,000 in the event of injury or death of two (2) or more persons in a single accident including liability to any employees engaged in the operation of the vehicles, and \$50,000 for property damage.

Since the counties maintain the titles to the vehicles while they are in service, the TRRC recommended that participating local governments place the vehicles on their fleet policy rather than having private operators insuring the vehicles.

### Accident Reporting

The TPO will report any accident to the TRRC within one (1) hour of the occurrence, or if the offices are closed, by 9:00 a.m. the next business day, unless otherwise mutually agreed. An initial written incident/accident report, completed by the TPO, will be forwarded to the TRRC by the next business day. The TRRC will then send all relevant information to the appropriate local government so they can begin to process an insurance claim.

The TPO must provide a copy of the investigating officer's accident report within five (5) business days from the date of the accident, and the TRRC will forward that information to the county. The TPO will maintain copies of each accident report in the files of both the vehicle and the driver.

### Drug and Alcohol Testing

As a condition of FTA funding, the Act requires recipients to establish alcohol and drug testing programs (POLICY). The Drug/Alcohol Testing Policy must be approved by GDOT prior to execution of new contracts or the selection of new TPO's. The Act mandates four types of testing:

(1) Pre-Employment (2) Random (3) Reasonable Suspicion (4) Post Accident. In addition, the Act permits return- to- duty and follow-up testing under specific circumstances. The Act requires that recipients follow the testing procedures set out by the Department of Health and Human Services (DHHS). The Act does not require recipients to follow a particular course of action when they learn that a safety-sensitive employee has violated a law or Federal regulation concerning alcohol or drug use. Rather, the Act directs FTA to issue regulations establishing consequences for the use or abuse of alcohol or drugs in violation of FTA regulations. Possible consequences include Education, Counseling, Rehabilitation programs and Suspension or Termination from employment.

## **6. Quality Control**

Any comments or complaints regarding the quality of service provided by the system or the performance of any system employee will be handled routinely by the Authorized Representative at the TRRC and the TPO. If warranted, the Authorized Representative may recommend to the Technical Coordinating Committee that official action be taken to address any problems that have been identified in the course of investigating a customer complaint. Receipts and expenditures will be monitored by the TRRC on a monthly basis. The driver will maintain daily passenger trip logs and vehicle service logs which will be consolidated by the TPO and transferred to monthly reporting forms. These will be forwarded to the TRRC.

### Program Reporting

#### From TPO to TRRC (Monthly)

- Program data by vehicle characterizing origin, number and type of one way passenger trips (OWPT's), Rural Transportation Monthly Reporting Form: pages 1-2 , revenues and expenditures, maintenance records, and customer complaints.
- TPO monthly bills for services rendered.

**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

From TRRC to County (Monthly)

- Programmatic monitoring reports (these are done quarterly)
- Request for funds (as needed)

From County to TRRC (Monthly or as Requested)

- Funds to cover the cost remaining after subtracting the POS and Farebox revenues from the monthly operating budget multiplied by the County's percentage share of total ridership for the month (as needed)

From TRRC to TPO (Monthly or as Requested)

- Payment for services rendered.
- Info regarding upcoming training opportunities
- Info regarding regulatory changes.

From TRRC to GDOT (Monthly or as Requested)

- Requests for County reimbursements on the Section 5311 Operating Assistance Reimbursement Form.

From GDOT to TRRC (Monthly or as Requested)

- Reimbursements of federal matching funds.

**Corrective Actions**

Throughout the term of the contract, the TRRC will work with the TPO to review the performance measures as prescribed in GDOT administrative guide. If the TPO is failing to adequately meet these measures, the TRRC will meet with the TPO in an attempt to resolve the issues. If the TPO still fails to perform according to the specified measures, the TRRC may take actions, including but not limited to, the actions described in this section.

In relation to taking corrective actions, the TPO shall:

1. Agree that the TRRC has the sole authority to determine whether the TPO has met, exceeded, or failed to meet any requirements or standards;
2. Within three (3) business days of the date that the TRRC notifies the TPO in writing that it has failed to meet a requirement or performance standard, submit a corrective action plan to the TRRC for its review and approval. The corrective action plan shall include:

A description of the problem including the administrative guide performance standard, if applicable

The reason(s) the problem occurred

A description of what steps will be taken to prevent the problem from recurring

A listing of the organizations or staff functions impacted by the problem's resolution

A timeline for implementing the resolutions(s)

3. Implement the corrective action plan within ten (10) business days of receiving the TRRC approval of the plan or longer if so stated in the TRRC's approval.

**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**Pick Up and Delivery Standards**

The TPO must assure that transportation services are provided which comply with the following minimum pick up and delivery service requirements and which shall be delineated in any applicable transportation service agreements:

- a. The TPO being on time shall be a standard practice. The vehicles must be on time for pick up and delivery, unless there are extenuating circumstances beyond the TPO's or driver's control. **A 95% on-time performance rate is required.** A 20-minute pick up and delivery window period will be allowed (10 minutes before pick up time and 10 minutes past pick up time). Notification must be given by the TPO to the consumer in the event of unavoidable delays.
- b. The driver may arrive up to ten (10) minutes before the scheduled pick-up time; however, a consumer shall not be required to board the vehicle before the scheduled pick-up time for return trips. The Provider(s) is not required to wait more than five (5) minutes after the scheduled pick-up time.
- c. The TPO must ensure that consumers are transported to and from appointments on time.
- d. The TPO must ensure that no consumer served is forced to remain in the vehicle more than one (1) hour longer than the average travel time for direct transport from point of pick-up to destination.
- e. The TPO will monitor trips to ensure that consumers are picked-up and delivered timely.

**7. Third Party Operator**

The current third party operator is Quality Trans, Inc. The TPO will be responsible for handling the day-to-day operation and maintenance of the system. The TPO will be responsible for registering calls for service, route management, driver supervision and training, submission of monthly service reports, and general bookkeeping. The drivers will be hired by the TPO and the TPO will be expected to enforce compliance with all federal regulations applicable to the program.

**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**System Performance**

**Transit Operations Snapshot—5-County 5311 Rural Program**  
*FY2014: July 2013 through June 2014 YTD*

**Operational Totals YTD**

Total Trips:	68,929
Total Miles:	466,483
Service Hours:	29,066
Total Gallons:	73,598

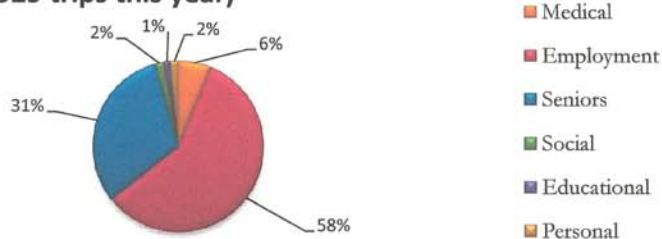


**Operational Averages (12 vehicles)**

Avg. Trips:	522	per vehicle per month
Avg. Distance:	6.77	miles per trip
Avg. Gallons:	558	per vehicle per month
Avg. Fuel Price:	\$ 3.05	per gallon
Avg. Miles:	3,534	per vehicle per month
Avg. Service Hours:	220	per vehicle per month



**Trip purpose ( 68,929 trips this year)**



Source: Three Rivers Regional Commission, Mobility Manager; 5-county = Butts, Lamar, Pike, Spalding, Upson

**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**Short Term Goals and Objectives: 2010 – 2016**

The Short-term Goals and Objectives of the Three Rivers Transit System for the period 2009 through 2014 are as follows:

- Provide public transportation to residents of Butts, Lamar, Meriwether, Pike, Spalding, and Upson Counties.
- Contract with the Department of Human Resources and other interested local groups to provide purchase of service trips in order to reduce the operating cost required by local governments.
- Expand the regional transit program to include neighboring Counties that have no local transit, and are seeking to participate in a cost effective regional transit system that serves local needs.
- Develop and implement an effective marketing campaign.
- Offer technical assistance to TPO regarding bookkeeping, transit system operations enhancement recommendations, and identifying training opportunities.
- Achieve or exceed all Section 5311 service criteria as outlined in the GDOT administrative guide.
- Evaluate scheduling and trip routing options to identify the most effective way to operate the system.
- Ensure that the TPO is complying with all federal and state guidelines for operating the transportation program.

Three Rivers Regional Commission  
Regional Transit Executive Summary

Sample Press Release

Three Rivers Regional Commission  
Post Office Box 818

Griffin, Georgia 30224

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DATE: June 29, 2015  
CONTACT: Robert Hiatt  
TITLE: Governmental Services Division Director  
PHONE: (678) 692-0510

*PRESS RELEASE*

FOR IMMEDIATE DISTRIBUTION

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**PUBLIC TRANSPORTATION IN  
BUTTS, LAMAR, MERIWETHER, PIKE, SPALDING, AND UPSON COUNTIES**



The regional public transportation program provides public transportation for residents of Butts, Lamar, Meriwether, Pike, Spalding, and Upson Counties, and has operated in the region since 1999. The regional public transportation program is administered by the Three Rivers Regional Commission on behalf of its participating governments.

The regional public transportation program operates under a “demand response” model which means that there are no fixed routes, bus stops, or pick up times. With a demand response model residents call in and order a trip 24 hours in advance, and daily routes are generated based on the destinations requested. The transportation operator will attempt to accommodate all callers for the times they request. During peak times (**8:00 am to 10:00 am and 2:00 pm to 5:00 pm**) the system may be at or near full capacity, and trips scheduled during off peak times (**10:00 am to 1:30 pm**) have the most seating capacity available.

In order to schedule a trip on the public transportation system, **please call 1-855-407-RIDE (7433)**. The fee is \$2.00 per one way trip (\$3.00 for Meriwether County), and the service is offered Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.



**Three Rivers Regional Commission**  
**Regional Transit Executive Summary**

**FY 2016 Transit Brochure Page 1**

**When you need  
Transportation  
to or from:**

*Medical Appointment  
Hospital (non-emergency)  
Employment (Limited)  
Senior Center  
Bank  
Educational Facilities  
Shopping  
Social Outings  
and many other places..*

**You can count on  
Three Rivers Transit!**

**Call Toll Free:  
(855) 407-7433  
RIDE**

***Call us today!***

It is the policy of Three Rivers Transit that no individual shall solely by reason of race, age, sex, color, religion, national origin, political affiliation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving federal funds.



For additional information regarding the discrimination policies and/or procedures in filing a complaint:

**Regional Contact:**

**Mamie Tomys, Transit Administrator  
Phone: (678) 692-0510**



**DIAL A RIDE —  
Toll Free:**



*"When you need  
transportation...."*

**Proudly serving the counties of:**

**Butts, Lamar, Meriwether, Pike,  
Spalding and Upson**

**FY 2016 Transit Brochure Page 2**

**Hours of Operation**

Monday-Friday—8:00 am—5:00 pm  
(Excluding Holidays)

**Cost of Rides**

\$2.00 for each stop in Butts, Lamar, Pike,  
Spalding, and Upson Counties

\$3.00 for each stop in Meriwether County

Fares must be paid at time of boarding  
or prior to pick up.

Drivers cannot make change or extend credit.

**Scheduling Your Ride**

Transit operates on a “first come, first serve”  
basis and requires at least a 24-hour notice to  
schedule a trip. All stops must be scheduled  
when appointment is made.

**What do I do if the transit vehicle is late?**

Call the Transit office at (855) 407-7433, and  
we will check the status of the vehicle’s  
arrival time.

**What if I have questions?**

If you have a question, complaint, compliment  
or simply a suggestion, please call: (855) 407-  
7433.

**Passenger Rules**

- ❑ Safety is our first priority; therefore,  
seat belts are to be used at ALL times.
- ❑ Children under the age of 16 must be  
accompanied by a parent or guardian.
- ❑ Child care seats are required for chil-  
dren ages 5 and under. Parents are  
responsible for providing and secur-  
ing the car seat prior to the trip.
- ❑ No school bus service is provided.
- ❑ Animals, other than “Service  
Animals” are not allowed.
- ❑ Limit packages to no more than what  
the passenger can carry. Packages  
must be stowed under the seats or in  
the back of the vehicle to avoid any  
unsafe hazardous exiting or entering  
by others. Aisle must remain clear at  
all times.
- ❑ No smoking/eating/drinking allowed  
in vehicles.
- ❑ Absolutely no alcohol, illegal drugs or  
weapons allowed. Riders who appear  
to be under the influence of alcohol  
or illegal drugs may be denied trans-  
portation service.
- ❑ No hazardous, combustible, or flam-  
mable chemicals allowed at any time.
- ❑ Inappropriate behavior which pre-  
sents a danger or nuisance to other  
passengers or transit staff will not be  
tolerated; this includes, but is not  
limited to, verbal or physical vio-  
lence, offensive language, gestures or  
threats.
- ❑ Drivers will wait at the scheduled  
pick up point five (5) minutes. Riders  
should make every effort to be ready  
and waiting at the scheduled pick up  
time. (Note: Driver will not be sent  
back once vehicle is in route after the  
five (5) minute wait time has lapsed.  
This holds true for forgotten items.)
- ❑ Riders with two (2) no shows without  
prior notice or cancellation will be  
suspended from ridership for a two  
(2) week period and may result in the  
denial of future public transportation  
services.
- ❑ Demand response public transit can-  
not guarantee “daily” transport for  
work or school commutes.

*Thank you for riding with us!*