

## **BALDWIN COUNTY TRANSIT SYSTEM**

Department of Transportation Federal Transit Administration Section 5311 Program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations less than 50,000, where many residents often rely on public transit to reach their destinations.

### **RULES AND REGULATIONS**

- 1) Appointments are scheduled upon availability of buses. Baldwin County Transit will make every effort to meet requested pick up and drop off times. However, there will be times that requests cannot be met because of ridership demand.
- 2) All riders must be properly dressed, practice proper hygiene and be ready thirty minutes prior to scheduled pick up time. Pick up times will be designated by the dispatcher. The bus will wait up to THREE minutes before leaving and classifying the client as a "no show". The dispatcher will endeavor to arrange the driver's route in order for the rider to arrive by the requested drop off time.
- 3) There will be no doubling back to pick up customers that were not ready and/or forgot personal items. Rider should also have an alternative ride for the return trip.
- 4) Baldwin County reserves the right to discontinue service to riders for a period of time for the following:
  - a) No-shows of more than 30% of scheduled trips within a 90 day period.
  - b) Violations of Rules and Regulations of the Baldwin County Transit system.
- 5) Suspension of riders will be at the discretion of the Baldwin County Transit System Supervisor and/or County Manager or Assistant County Manager.
- 6) All riders must pay the appropriate fare (\$2.00) when entering the bus or be denied service. Riders should only bring on the bus what they can carry. Drivers are not allowed to help. Anyone bringing on excess packages that take an extra seat will be charged \$2.00 for the extra seat. Please have exact change.
- 7) All riders must wear seat belts. Riders with infants are responsible for providing an infant seat for the child and securing the seat.
- 8) Minors fourteen years old and younger must be accompanied by an adult.
- 9) It is the rider's responsibility, not the driver's, to watch children brought on the bus.
- 10) Drivers will not be allowed to go inside a rider's home or go in stores, medical facilities, etc. with, or in place of, the rider.
- 12) There will be no consumption of food, tobacco products, alcohol or controlled substances on the buses.

13) There will be NO Profanity used on the buses.

14) All riders must have a prearranged pick up location and time for transport back home. If a rider is not at the location, it will not be the responsibility of the driver to search for a rider. The driver will not come back. It is also not the responsibility of Dispatch to call to see if rider is ready to be picked up.

15) Any rider, who must cancel a scheduled ride, must notify the Baldwin County Transit Dispatch prior to the scheduled pick up time on the day of the appointment (445-2941).

16) No pets allowed on the vehicles unless the rider is required to have a service animal. Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.

17) Buses shall be clearly marked as Baldwin County property and driven by Baldwin County Staff/Employees only.

18) Business hours for the Baldwin County Transit Office will be 8:00 AM - 5:00 PM, Monday thru Friday excluding Holidays. Service hours are from 7:00 AM - 6:00 PM Monday thru Friday excluding Holidays.

19) Rates shall be \$2.00 per Trip. Transportation from one location to another predetermined location is considered a Trip.

Revised: 9/15/2020