

# BALDWIN COUNTY TRANSIT SYSTEM DOT SECTION 18 VANS

## RULES AND REGULATIONS

- 1) Appointments are scheduled upon availability of vans. 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 due to heavy pick up and drop off schedules.
- 2) All riders must be properly dressed, practice proper hygiene and be ready promptly when the van arrives. Pick up and drop off times will be designated by the dispatcher and van driver. The vans will wait up to THREE Minutes before leaving and classifying the client as a "no show".
- 3) Riders should be ready 30 minutes before scheduled pick up times. There will be No doubling back to pick up customers that weren't ready and or for forgotten personal items. Rider should also have an alternative ride for return trip.
- 4) Baldwin County reserves the right to discontinue service to riders for the following:
  1. Three (3) No Shows
  2. 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 van or be denied service. Riders should only bring on the van 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 will be responsible for providing an infant seat for the child and securing the seat.
- 8) Minors under age 15 must have an adult escort.

- 9) It is the rider's responsibility, not the driver's, to watch children brought on the van.
- 10) Rider's must be ambulatory. They must be physically able to enter and exit the Section 18 Vehicle on their own or with an accompanying party (NOT THE VAN DRIVER) with the exception of Wheelchair persons. Baldwin County Transit will have one Van equipped to carry Wheelchair persons.
- 11) Drivers will not be allowed to go inside a rider's home or go in stores, medical facilities, etc. with or for the rider.
- 12) There will be NO eating, tobacco products, alcohol or controlled substances use allowed on the vans.
- 13) There will be NO Profanity used on the vans.
- 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 by 8:30 AM on the day of the appointment (445-2941).
- 16) No pets allowed on the vehicles unless it is a medical necessity. Example: Blind person with Seeing Eye dog.
- 17) Vans shall be 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. Van hours 7:30 AM – 4:30 PM Monday thru Friday excluding Holidays. Lunch is from 12:00 PM - 1:00 PM Van working hours are from 7:45 AM - 4:00 PM.
- 19) Rates shall be \$2.00 per Trip. Transportation from one location to another predetermined location is considered a Trip.