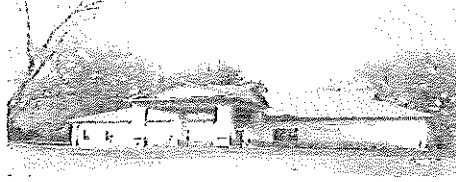


Betty Hill Senior Citizens Center Hancock County Transit



Malinda Griffin – Director
330 Water Works Road
Sparta, GA 31087
(706) 444 – 7532

Revised on September 26, 2023

Any passenger who is scheduling transportation with the Hancock County Transit System for a medical appointment or a miscellaneous trip must call the office at least 72 hours in advance to allow for appropriate scheduling. Also, if a passenger decides to change or cancel the appointment, please contact the Hancock Transit Office to notify our dispatcher of any change(s) or cancellation(s).


All regular scheduled clients must notify the office in advance of any canceled trips so that the dispatcher can notify the transit driver that the trip was canceled. By notifying the transit office, the driver will be notified not to make a false trip to pick you up at home or to pick you up from a scheduled appointment. If you fail to notify the office of 30 percent of your scheduled trips within 30 consecutive days, your services will be suspended for 1 week for the first offense.

All passengers having access to a wheelchair ramp at their home must be able to wheel themselves or have an assistant/escort to wheel them to and from the van. If a passenger fails to have someone to escort them to the van within 7 minutes upon arrival the trip will be denied and considered a no-show.

Passengers with a wheelchair must be able to wheel themselves or have an assistant/escort to wheel them inside and/or outside of their doctor's office to the van. Transit Drivers are unauthorized to push wheelchair passengers up or down ramps, also; Transit Drivers are prohibited from entering the home of any passenger.

If a passenger fails to abide by any of the above rules it may result in the trip being refused or denied.

Respectfully submitted,



Malinda H. Griffin, Director