

## Riders' Guide:

### Rules and Regulations:

1. Service areas include pickup and delivery in all of Hancock County/Sparta areas; and delivery to Baldwin; Putnam; Greene; Washington; McDuffie; Warren; Richmond; Bibb; Laurens; and Jefferson Counties, Georgia.
2. To request service, please call **706-444-7767**. If you have limitations **Hearing or Speaking**, dial **711** to reach Georgia's telecommunications relay service (TRS).
3. Trips must be scheduled at least **24 hours** in advance for trips within Hancock County and **72 hours** in advance for trips outside of Hancock County.
4. All trips will be scheduled based on the availability of the transit vans/drivers.
5. A minimum of thirty (30) minutes is required for a scheduled pickup (depending on the time of your call and the location). The van will wait no more than seven (7) minutes at each pickup point for passengers.
6. The fare is \$5.00 per passenger per round trip within Hancock County.
  - Trips to Baldwin, Putnam, Warren, Greene, and Washington counties are \$15.00 per round trip.
  - Trips to McDuffie County are \$20.00 per round trip.
  - Trips to Jefferson County are \$30.00 per round trip.
  - Trips to Richmond, Bibb, and Laurens counties are \$50.00 per round trip.
  - Escort fare is \$5.00 per round trip.
  - Weekly Dialysis/work trips are \$60.00 per month.
7. The driver will accept your fare upon entering the van. Please have correct fare as drivers cannot make change. Clients may also pay by check or money order. All trips and prices are subject to change.
8. All children under the age of 16 **must always** be accompanied by an adult.
9. Seatbelts must be worn, **NO EXCEPTIONS**.
10. We ask that you respect the driver and other passengers by observing personal hygiene and not wearing excessively strong perfumes.
11. No Eating, Drinking, Smoking, or Profanity allowed.
12. No Drugs or Alcohol allowed.
13. No animals, except for service animals accompanying individuals with disabilities.
14. No flammable or combustible materials.
15. Limit telephone usage.
16. Persons who engage in violent, seriously disruptive, or illegal conduct; or represent a direct threat to the health or safety of others will not be allowed to ride transit.  
However, people with disabilities that result in involuntary behavior that may offend, annoy, or inconvenience others will not be denied service.
17. For safety, all bagged items (such as groceries) must be securely closed to prevent hazards.

**\*\*Drivers are not responsible for items left on the vans.**