



CATOOSA COUNTY, GEORGIA TRANSIT POLICY FOR PUBLIC TRANSPORTATION

In order for Catoosa County Transit Service to offer safe and timely transportation, there are certain policies in place that we must ensure are followed. Keep in mind, Catoosa County Transit Service is public transportation and other stops may be made during your route; we may not always be able to transport immediately to your destination.

- Catoosa County Transit Service is a curb to curb service available for Catoosa County Residents. We unfortunately, are unable to leave the vehicle unattended or enter a business or residence in order to provide service. Riders must be able to enter and exit the vehicle on their own ability. Any person requiring physical assistance must provide a personal escort. Drivers are not to enter a rider's home under any circumstance.
- Appointments will be booked a minimum of one business day in advance. We reserve the right to decline service if the required amount of advance notice is not given.
- The earliest drop off time is 9:00am and the latest pick-up time is 2:30pm out of county and 3:00pm in the county.
- Riders should be ready 1.5 hours ahead of scheduled pick up time. If a client is not ready upon bus arrival, driver will only wait 5 minutes before reporting the client as a no-show and continuing to the next appointment. If you fail to cancel your appointment before we come and pick you up and you don't go, we consider that a "No Show." Three no-shows will result in suspension from Transit Service for 90 days.
- Riders should be ready and watching for the bus as Drivers will NOT give courtesy calls upon the bus's arrival. Riders must call dispatch when ready for pick-up and provide their location.
- Passengers must be at least 18 years of age or accompanied by an adult. Proof of age may be required for service.
- Parents of small children are required to provide the appropriate child safety seats.
- Carry-on items (groceries, shopping bags, etc.) are limited to 2 bags. Passengers must be able to carry their own items or have an aid or attendant ride with them to assist.
- No animals, other than Service Animals, are allowed
- No food, drink, tobacco related products, alcohol, or drugs are allowed on transit vehicles.
- Catoosa County Transit Drivers reserve the right to deny service if a situation is unsafe for other passengers. Per this policy, riders may be denied service for the following:
 1. Cursing or inappropriate language
 2. Weapons-No weapons are allowed on Catoosa Transit System, with an exception, Georgia State Law allows citizens with a concealed weapon permit to take their guns onboard public transportation. In order to ride Catoosa transit with a concealed weapon, a passenger must inform the transit agency of the weapon at the time the trip is booked and must show the permit and valid photo id to the driver prior to boarding the transit vehicle.
 3. Threatening the driver or other passengers
 4. Intentionally exposing a driver or other passenger to bodily fluids-Individuals with Hepatitis or HIV are entitled to transportation, and thus the service respects the right of privacy of such individuals and, at the same time, are expected to take all universal precautions to

ensure the health and well-being of other passengers, volunteers, and employees. All drivers as well are trained in the use of and are expected to such precautions when dealing with bodily fluids and blood borne pathogens. Each bus is equipped with a biohazard "spill kit" which all drivers are expected to use in case of potential exposure. This kit is inspected monthly to ensure that all elements of each kit are in good condition.

5. Intoxication on alcohol or drugs.
6. Poor hygiene — Catoosa Transit encourages passengers to respect fellow passengers and maintain good standard of personal cleanliness and hygiene as well as to practice common health courtesies when traveling while suffering from ailments such as the common cold.
 - The driver will notify Catoosa Transit dispatch if a passenger is unable for any reason to maintain good hygiene.
 - Dispatch will complete an incident report and forward this report to reasonable health and/or welfare agency for assistance.
 - Any actions or situations that endanger the driver or other passengers or affect the drivers' ability to drive the vehicle in a safe manner.

All occurrences will be evaluated on a case by case basis, documented on an incident form, and signed by both the driver and the transit director. Service will be suspended to the passenger until the situation is mitigated through the appropriate means outlined in the incident report.

- Automated lifts are provided for three-or-more wheeled manual or power-driven mobility devices as long as the lift can accommodate the size and weight of the device and its user. Lift service may also be provided to other power-driven mobility devices unless it is determined the particular type of device is contrary to legitimate safety requirements. For safety purposes, mobility devices will be secured using a four-point tie down system. Drivers will assist passengers with the use of securement systems and lifts. Passengers are advised that drivers are not permitted to operate a power-driven mobility device onto the lift. Passengers unable to use the steps may use the automated lift to board the vehicle. Ambulatory passengers who choose to use the automated lift should be able to stand without assistance to hold onto handrails. Passengers who would like to use the lift must sign and return the Acknowledgment and Release form.
- In accordance with Federal law, Catoosa County is prohibited from discrimination in its programs and service on the basis of race, color, national origin, age and disability.