




 **MAKE A RESERVATION:** Call 334-794-4093 ext. 1 between 8:00 AM and 3:00 PM Central Time, two weeks to one business day ahead. The earlier you make the reservation, the better chance of getting what you want. You can make “standing reservations” for repeating trips like work, class, dialysis, etc. To make a reservation, you need to give the address of your pick up location, what day you need the reservation for, where you are going (address or common building name; the “little building near that other place” or “I’ll tell the driver when I get on” are not acceptable destinations), time you need to be there, and if you need a return trip (see note below on Medical Will-Calls). Scheduling requests left on the agency answering machine will not be accepted or acknowledged.


 **BE READY FOR THE BUS:** Buses are considered “on time” if they are 15 minutes before or after the scheduled time. Be ready at least 15 minutes before your scheduled time. The bus will only wait 3 minutes. After that, the bus leaves and the passenger is considered a “NO SHOW” (see note on No Shows).


 **HAVE YOUR FARE READY:** Have EXACT CHANGE ready for the driver every time you board (drivers do not make change).


 **CARRY-ON PACKAGES** are welcome. However, you need to limit the number of packages to FIVE. Packages may not be stowed in aisles, in front of bus near driver, in unoccupied wheelchair stations, or in unoccupied seats. Vehicles are not equipped for storage. Passengers are responsible for getting packages to, from, on and off the bus. The driver cannot leave the bus to assist passengers with packages. Certain Items Cannot Be Carried On Public Transit Buses: Pets or animals (except service animals) are not allowed on the vehicle. Other items not allowed on the bus: open containers of food or drink, containers of gasoline, kerosene, vehicle batteries, and other hazardous materials. Portable containers of oxygen, for medical reasons, are allowed. The wheel chair lift may not be used to load packages or bulky items.








 **BE COURTEOUS TO YOUR FELLOW PASSENGERS:** WTA is a “shared ride” system so you may be riding with others. NO SMOKING, EATING, DRINKING, PETS OR LOUD MUSIC/RADIOS are allowed on the bus. Strong perfume, colognes, or body odor may irritate medical conditions on some people.

 **UNSCHEDULED TRIPS: NO UNSCHEDULED STOPS WILL BE MADE!!** You must schedule ALL stops that you wish to make within the allowed scheduling time frame. Additional stops normally cannot be added and/or scheduled stops be changed on the day of your scheduled ride. All changes must be made through transit dispatch, not drivers.

 **CANCEL YOUR RIDE IF YOU DON’T NEED IT:** No Shows are a problem. Demand is high and bus resources are low and schedules are tight. No Shows make other passengers late. For passengers already on the bus, the three-minute wait seems like a long time. If you don’t need a ride, please call the office and cancel your ride. If you are a No Show, the remainder of your rides for that day will be cancelled. There is no “punishment” for cancellations, however, if you have a standing appointment and you cancel 2 times or more in one week, your standing appointment will be cancelled and you will be required to schedule your appointments daily. **3 NO-SHOWS IN A 3 MONTH PERIOD WILL RESULT IN A 10 WORKING DAY SUSPENSION OF ALL RIDES.** If a passenger receives more than one suspension within a year, the second suspension will be thirty (30) days or longer.

 **MEDICAL WILL CALLS:** Because some doctors’ appointments are hard to schedule a return time, return rides for medical appointments only can be set up on a “Will Call” basis. You call when you are done and the next available bus will pick you up. Please note that sometimes, especially during the busiest parts of the day, it may be up to an hour or more before a bus is available. You may see other buses pass you by, but these may be on tight schedules going the wrong direction for your ride. Be ready for the bus. It will not wait more than 3 minutes and if you don’t get on it, it will be counted as a “No Show.”

 **PASSENGERS REQUIRING SPECIAL ASSISTANCE** may need to be accompanied by an attendant. The attendant is expected to actually help with the passenger, but only the driver may secure wheelchairs or operate the lift. Passengers who have difficulty climbing the bus steps may use the lift. Service Animals (Seeing Eye Dogs, etc.) are allowed on the bus. Please note that Service Animals are “on duty” or “working” while riding the bus. Do not pet or talk to other people’s service animals. Passengers using Service Animals are responsible for their animals while they are on the bus.

-  **HANDICAP ACCESSIBILITY:** All Wiregrass Transit Authority buses are equipped with lifts and wheelchair securement systems. **The lifts are designed to support a total of 800 pounds (combined weight of passenger and wheelchair) and accommodate wheelchair up to 30" wide by 48" deep.**
-  **ROUTINE TRIPS:** Passengers with recurring, permanent or routine scheduled trips are requested to contact dispatch by Thursday afternoon of each week and confirm their schedule for the upcoming week.
-  **NO FOOD, DRINKS, SMOKING OR TOBACCO PRODUCTS** are allowed on the bus. No loud or offensive language. Radios may be listened to through earphones ONLY.
-  **ALCOHOL:** No open alcohol is allowed on the bus nor can it be consumed on the bus. Passenger may not be intoxicated and unable to control their behavior.
-  **REFUNDS OR CREDITS:** WTA does not provide refunds or credits on fares and coupons. Rider must provide exact change to driver at time of boarding.
-  **"I Saw the Bus":** WTA operates a fleet of 13 or more vehicles in the service area. The bus you see may be assigned to a different route than yours, meaning that particular bus cannot stop to pick you up.
-  **WTA IS NOT A TAXI SERVICE:** If you want or need limousine or taxi service, there are many fine companies in this area that will gladly provide you with that service for an appropriate price. WTA is a tax-supported public transportation service. In order to keep the cost as low as possible, these are the regulations that need to be followed so you and your fellow passenger may have a nice, safe bus ride.

Updated February 2017

A Quick Reference Guide for using Wiregrass Transit Authority



Wiregrass Transit Authority is an origin-to-destination, shared-ride, demand/response, Dial-a-Ride Public Transportation Service available to anyone in the City of Dothan or Houston County, Alabama on a first-come/first-served, space-available basis. You do not have to "qualify" to ride. Rides may be for any legal purpose.

MORE INFORMATION IS AVAILABLE AT

www.wiregrasstransit.org

334-794-4093 ext. 1