

ROUTINE TRIPS: Passengers with recurring, permanent, or routine scheduled trips are requested to contact dispatch by Thursday afternoon each week and confirm their schedule for the upcoming week.

FOOD, DRINKS, & TOBACCO PRODUCTS OF ANY KIND ARE PROHIBITED (This includes electronic cigarettes and vaporizers)

OTHER PROHIBITED ITEMS:

- Alcohol (No opened alcohol permitted.)Passengers who are intoxicated or unable to control their behavior will not be transported.
- Any flammable or hazardous materials (Portable Oxygen containers permitted for medical purposes only)
- Pets (other than required service animals)

ENTERTAINMENT DEVICES:

For the comfort of all riders, we ask that passengers utilize earphones/ear buds/headphones while using electronic devices to watch videos, t.v. shows, play games, listen to music, etc.. Loud music is not allowed.

REFUNDS OR CREDITS:

Wiregrass Transit Authority does not provide refunds or credits on fares or coupons.

Wiregrass Transit is an origin-to-destination, shared ride, demand/response public transportation system that is available to anyone within the City of Dothan or Houston County, Alabama area. Rides are available on a first come, first served basis. We are unable to prioritize rides. We serve the general public and there are no qualifications to use our services. We are funded by grants from the FTA.

***FARES:** *Riders will need to have exact change at the time of boarding*

- \$3.00 One-way for trips originating/ending in Dothan. (not leaving the city limits).
- \$6.00 One-way from Webb, Ashford, Rehobeth, Taylor and Cottonwood
- \$10.00 One-way from Gordon, Pansey, Columbia, Madrid and Wicksburg

We accept the following payment methods: Cash, Wiregrass Transit Transportation Vouchers, Credit/Debit Cards, or Square App. If using a Credit/Debit Card, or the App, there will be an additional 10% charge.

Quick Reference Guide

(05/2024)

Wiregrass Transit Authority -
Dothan / Houston County



Location: Dothan/ Houston County

Ride Cost: Begins at \$3.00 per person* - See FARES

**For More Information:
Call us at 334-836-5555
Or visit our website at:
www.wiregrasstransit.org**

MAKE A RESERVATION:

Call 334-836-5555 between 8:00am and 3:00pm Mon.-Fri. Reservations can be made the day before or up to two weeks ahead. Scheduling your reservation earlier will help you secure your ride time easier. You can make “standing reservations” for repeat trips like work, class, dialysis, etc. Provide the following information when scheduling your reservation:

- **Date and Time you need to be there**
- **Pick up address**
- **Drop off address**

**We are unable to make additional stops or destination changes the day of your reservation. Changes need to go through dispatch; drivers are unable to make changes.*

CANCELLATIONS:

Due to high demand for our services, we ask that you cancel your ride in advance if you no longer need it. **Three (3) no-shows in a 3-month period will result in a 10 business day suspension of all rides.** If you cancel 2 or more times in a week your standing appointment will be cancelled and you will be required to schedule on the day before.

The voicemail system is for cancellation messages only. If canceling a trip via voicemail, leave the pick up address and name of the rider to make sure we cancel the correct trip.

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CARRY ON PACKAGES:

There is a limit of two standard-size bags per passenger. Packages are to be kept with you at all times. For safety and security purposes they are not to be kept in the aisle or at the front of the bus. Passengers are responsible for gathering their packages on and off the bus. Drivers may assist with packages if requested.

** The Lift will not be used to load or unload packages

WILL CALL:

If your return is scheduled as Will-Call, we ask that you wait to call until you are ready for pick-up. The next available bus will be sent to pick you up.

NOTE: During the busiest parts of the day wait time may be up to an hour or more before a bus is available.

BE READY FOR THE BUS: We have a 15 minute window before and after scheduled times. Buses can only wait 3-5 minutes for passengers to board upon arrival.

PASSENGERS REQUIRING SPECIAL ASSISTANCE:

ADA DISABILITY ACCESS: All Wiregrass Transit buses and vans are equipped with lifts and wheelchair securement systems. The lifts are designed to support a total of 800 pounds (combined weight of passenger and wheel-chair) and accommodate wheelchairs up to 30” wide and 48” in depth. Any passenger that has difficulty climbing the stairs, may utilize the lift.

ATTENDANTS: May accompany a passenger to their destination. The driver is required to secure the wheelchair and/or operate the lift. Any passenger that has difficulty climbing the steps may also use the lift. Door to door service is available upon request. Drivers may not go beyond the door of a home or business.

SERVICE ANIMALS: Must be on a leash and in passenger’s control at all times. Passengers using service animals are responsible for their animal while on the bus.

REASONABLE ACCOMMODATIONS: Wiregrass Transit Authority will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.