

**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, TOBACCO PRODUCTS OF ANY KIND ARE PROHIBITED**

**ALCOHOL:** No opened alcohol is permitted. Passengers may not be intoxicated or unable to control their behavior. Music may be listened to through ear-phones only.

**REFUNDS OR CREDITS:** Wiregrass Transit does not provide refunds or credits on fares and coupons. Rider must provide exact change to driver at the time of boarding.

**WIREGRASS TRANSIT IS NOT A TAXI SERVICE:** We are 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 passengers may have a nice safe bus ride

Wiregrass Transit is an origin-to-destination, shared ride, demand/response.

Dial-a-Ride is public transportation available to anyone in the City of Ozark or Dale County, Alabama area. It is a first come, first served, space available basis.

No qualification needed. Rides may be for any legal purpose

**HANDICAP ACCESSIBILITY:** All Wiregrass Transit buses are equipped with lifts and wheelchair securement systems. The lifts are designed to support a total off 800 pounds (combined weight of passenger and wheelchair) and accommodate wheelchairs up to 30" wide by 48" deep

**\*FARES:**

\$5.00 One-way for trips originating/ending in Ozark. (not leaving the city limits).

\$5.00 One-way from Pinckard, Midland City, Napier Field, and Grimes areas to Dothan.

\$8.00 One-way for trips up to 15 miles for all other trips originating in Dale County

\$8.00 plus \$1.00 for each additional mile over 15 miles, One-Way, for all other areas in Dale County to Dothan.

Wiregrass Transit

Phone: 334-836-5555

Website: [www.wiregrasstransit.org](http://www.wiregrasstransit.org)

## Quick Reference Guide (12/2021)

## Wiregrass Transit



**Operating in Dale County/Ozark, AL on Friday's from 8 AM to 4PM.**

**All Rides begin at \$5.00 One-way\* (See FARES)**

**More information available :**

**MAKE A RESERVATION:** Call 334-836-5555 between 8:00 am and 2:00 pm. Two weeks to one business day ahead. The earlier you make the reservation the better chance of getting what you need. You can make “standing reservations” for trips like work, class, or dialysis, etc. To make reservations, we need the following information:

Date and Time you need to be there

Pick up address

Drop off address

**Answering machine is for cancellation messages only.** We need pick up address and name to make sure we cancel the correct trip. No unscheduled stops or destination change will be made the same day.

**ALL CHANGES MUST GO THROUGH DISPATCH**

**CANCEL YOUR RIDE IF YOU DON'T NEED IT:**

No-shows are a problem. Demand is high, bus resources are low, schedules are tight. If you are a no-show it cancels out the remainder of rides for that day. **3 no-shows in 3 month period will result in a 10 working 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.

**BE READY FOR BUS:** We have a 15 minute window before and after scheduled time. Buses wait 3 minutes.

**HAVE FARE READY:** Have exact change ready when you board the bus. **We do accept Debit/Credit cards, for an additional 10% fee, using the Square App.**

**CARRY ON PACKAGES:** There is a limit to 2 bags per passenger. Packages are to be kept with you at all times, they may not be kept in aisle or at front of bus.

Passengers are responsible for getting their packages on and off the bus.

**ITEMS PROHIBITED:** open containers of food or drink, gasoline, kerosene, vehicle batteries and other hazardous materials. Portable oxygen containers for medical reasons are allowed. The lift **WILL NOT** be used to load or unload packages.

**BE COURTEOUS TO YOUR FELLOW**

**PASSENGERS:** we are a shared ride system, so you may ride with other passengers. NO SMOKING, EATING, DRINKING, PETS, OR LOUD MUSIC are allowed. Strong perfume, colognes, or body odor may irritate medical conditions on some people.

**WILL CALL: DO NOT CALL** until you are ready and the next available bus will 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. Bus will wait 3 minutes, you will be considered a no-show if you do not get on the bus.

### **PASSENGERS REQUIRING SPECIAL ASSISTANCE**

**ATTENDANTS:** Are expected to help with the passenger. Only the driver may secure the wheelchair or operate the lift. Any passenger that has difficulty climbing the steps may use the lift.

**SERVICE ANIMALS:** Must be on a leash and in passengers control at all times. Service animals are “on duty” or “working”. DO NOT pet or talk to the service animals. Passengers using service animals are responsible for their animal while on the bus.