



We Take You Where You Need To Go In HENRY COUNTY!



**Grocery Stores • Doctors' Offices
Dentists' Offices • Pharmacies
Lawyers' Offices • Business Appointments
Rehab Clinics • Banks • More**

STANDARD OPERATING POLICIES & PROCEDURES

Henry County Transit provides safe, reliable, accessible and affordable transportation to the citizens of Henry County.

Curb-to-curb service is provided on a first-come, first-served reservation system.

Riders may be given a pick-up time for the return trip (this does not include medical appointments) and, if not ready at the allotted time, riders may need to wait until the next available driver can be dispatched (vehicles are not required to enter the driveway).

SERVICE AREA

Henry County Transit provides service inside Henry County Monday through Friday.

Transportation is available to the Southern Regional Hospital area on Tuesday and Thursday mornings for medical appointments only. Transit vehicles will remain in the area until all passengers are ready to return.

Due to the demand for service, public trips are limited to the closest facility to the rider's home that offers the required service, except for medical appointments.

DAYS & HOURS OF OPERATION

Monday thru Friday 6 a.m. - 6 p.m.

Henry County Transit is closed on the following holidays: New Years Day, Martin Luther King Jr. Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the day after, Christmas Day and the day before or the day after.

RESERVATIONS, SCHEDULING & CANCELLATIONS

Transportation is available by reservation only. To help ensure your trip is scheduled, advance reservations are strongly encouraged. Appointments that cannot be made in advance will be filled on a first-come, first-served basis. Next-day reservations cannot be accepted after 2:00 pm. Riders should be ready a minimum of one hour before appointment time.

Cancellations should be made at least 24 hours in advance.

No-Shows, i.e., a trip that has not been canceled prior to transit arrival at the location, will be charged full fare.

FARES	Per Person Per Stop
Under 60 Years of Age	\$4
60 or Older	\$2
Clayton County Trips	\$5

Rider fare is to be paid when passengers are boarding the vehicle. We accept cash and checks. Riders will be charged \$25 for returned checks and will not be permitted to ride until the fee is paid.

**EXACT CHANGE
IS REQUIRED.
DRIVERS DO NOT
CARRY CHANGE.**

ACCESSIBLE SERVICE

Wheelchair-accessible service is available. When you call to schedule your trip, please let the operator know of any assistance you may need with boarding or disembarking from the vehicle. For the safety of all passengers, Transit policy requires that wheelchairs be secured to the vehicle and meet ADA requirements.

An assessment must be made of all wheelchairs to determine if they meet ADA requirements before transportation can begin.

Door-to-door service is available for Wheelchair passengers based on a case-by-case review.

Riders with disabilities may be accompanied by an attendant or escort free of charge. Additional companions will be charged regular fee.

Service animals must be vaccinated and be under the direct control of their handler at all times.

PASSENGER ASSISTANCE

Drivers may provide elbow assistance only. If assistance is needed beyond the door, passengers are required to provide their own escort. Drivers are not allowed to enter anyone's home. No more than two packages will be allowed on the bus. Drivers may help carry packages, but will not go beyond the threshold of the residence or beyond the main entrance of any building. The maximum combined weight of packages cannot exceed twenty-five (25) pounds. Large items cannot be accommodated. All packages/items must be secured.



NEED A LIFT?

Henry County Transit is for EVERYONE!



PASSENGER CONDUCT & RESPONSIBILITIES

There is no eating, drinking, or smoking allowed on Transit vehicles.

Any disruptive, abusive, or indecent behavior by the passenger toward the driver, other passengers, or office staff will be reported and may result in the denial of future rides.

If the passenger is not ready at their scheduled pick-up time, the driver is only required to wait five minutes.

Passengers must make their own transportation reservations.

Passengers must know the address of their destination.

Passengers who have children requiring car seats must provide their own car seat.

Passengers under the age of 18 must be accompanied by a guardian.



SAFETY

All transit vehicles are equipped with basic first aid kits, fire extinguishers, and road flares.

All packages/items must be secured.

All passengers are required to wear seatbelts at all times while vehicles are in motion.

Henry County Transit uses wheelchair tie-down safety restraints and child restraint seats on its vehicles.

The Transit Department is committed to the safe operation of its vehicles, including the safe boarding and de-boarding of passengers.

Henry County Transit can transport clients who have small shoulder oxygen packs.

INCLEMENT WEATHER POLICY

As a general rule if Henry County Public Schools are closed due to inclement weather, Henry County Transit will not transport passengers. If there are any questions, please contact dispatch.

Henry County Transit is an active participant in the community's disaster preparedness plan.

NON-DISCRIMINATION

Henry County Transit operates and provides transportation services in a manner which does not discriminate on the basis of race, color, sex, religion, national origin, citizenship status, handicap, or age.

CALL NOW TO BOOK YOUR RIDE
770-288-RIDE (7433)
TTY 770-898-7452