

BALDWIN COUNTY TRANSIT

RIDER'S GUIDE

Public Transportation

The Public Transportation Department is dedicated to providing transportation to all Baldwin County residents in wheelchair-accessible vehicles. Space is limited. Please call at least 24 hours in advance to schedule a pickup.

- Passengers must be 15 years of age or older to travel without a guardian.
- Passengers must provide car seats for all children under 4 years of age.
- Requests for transit services should be made 24 hours in advance and will be scheduled depending on the availability.
- If you need transportation on a Monday, you must call Transit before 3:00 pm on Friday to schedule an appointment pending availability.
- Daily routes are scheduled, and vans make every effort to be on time for all pickups; however, a specific pickup time can not be guaranteed.
- Cost – \$2.00 per passenger per one-way trip (fee must be paid for all passengers, including children).
- If reservations have been made and the pickup is not needed, please call (478) 445-2941 to cancel the reservation.

HOURS OF OPERATION

MONDAY-FRIDAY 7:00am-6:00pm

ADA COMPLAINT FORM

An ADA complaint form and the process to file the complaint can be obtained at <https://www.baldwincountyga.com/pt/page/public-transportation> or at 312 Allen Memorial Drive Milledgeville, GA 31061.

TITLE VI COMPLAINT FORM

Title VI complaint form and the process to file the complaint can be obtained at <https://www.baldwincountyga.com/pt/page/public-transportation> or at 312 Allen Memorial Drive Milledgeville, GA 31061.

Modifications

Transit providers are required under 49 CFR 37.5(i)(3) to make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to their services. Accessible formats of system information (ex: large print, braille, etc.) and service modifications are available by request by contacting the transit office at 478-445-2941 or TTY# 711. Modification requests to service are asked to be submitted at least 24 hours in advance, but on the spot reasonable modifications will also be made where possible.

Los proveedores de transporte público están obligados, según 49 CFR 37.5(i)(3), a realizar modificaciones razonables en las políticas, prácticas o procedimientos cuando las modificaciones sean necesarias para evitar la discriminación por motivos de discapacidad o para brindar accesibilidad al programa a sus servicios. Los formatos accesibles de información del sistema (por ejemplo, letra grande, braille, etc.) y modificaciones del servicio están disponibles previa solicitud comunicándose con la oficina de tránsito al 706-236-4523 o TTY# 711. Las solicitudes de modificación del servicio deben enviarse al menos Con 24 horas de antelación, pero también se realizarán modificaciones razonables in situ cuando sea posible.

For hearing impaired/TTY Customers Contact: Georgia Relay Service TTY 800-255-0056. For hearing Customers call: 800-255-0135.

Para clientes con problemas de audición / TTY, llame al Servicio de retransmisión de Georgia al 800-255-0056. Los clientes que no tienen problemas de audición, llame al: 800-255-0135. Español a Español: 888-202-3972

Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may fill out the complaint form below.

Transit Policy

Transit Policy with rules and regulations along with Baldwin County No-show policy can be found at <https://www.baldwincountyga.com/pt/page/public-transportation> or at 312 Allen Memorial Drive Milledgeville, GA 31061.

Questions or Concerns

If you have any questions or concerns you can reach out to the Transit Department at 478-445-2941 or visit 312 Allen Memorial Drive Milledgeville, GA 31061.