

Middle Georgia/Heart of Georgia
Community Action

Passenger Rules and Regulations for the Transit DOT 5311 Program

- There will be no transportation for any person without a trip order.
- DHR Human Service Providers (HSP) must request needed transportation for DHR consumers three days in advance (when possible) by completing client registration forms, trip orders, trip cancellations etc., and faxing the orders to the appropriate dispatch office.
- All riders must be properly dressed, practice proper hygiene and be ready promptly when the van arrives. The vehicle will wait up to five minutes before leaving and classifying the consumer as a “no show”. Pick up and drop off times will be determined by the dispatcher and/or driver based on the consumer manifest and consumer’s appointment time.
- In consultation with the DHR regional Transportation Coordinator, we reserve the right to discontinue service to consumers for cause. The same consultation will be required for reinstatement.
- Consumers cannot change pre-arranged trip appointment times. When necessary, the consumer will contact the HSP which will submit the appropriate change orders to the dispatcher via fax.
- Consumers who violate transportation rules will be referred to the HSP for correction.
- There will be no doubling back for forgotten personal items or for consumers who were not ready when the van arrived.
- Consumers who require adult supervision and cannot be left alone must have an alternate address on file as the second destination in case no one is home at the time of attempted drop off. If no one is at the alternate address, the HSP will be notified and the consumer will be taken back to the HSP.
- There is no free ride. In the event that an agency/organization will be responsible for the cost of transportation, such arrangements must be made at the time of trip scheduling.
- All riders must wear seatbelts or other approved restraints.
- Consumers with children will be responsible for providing a child restraint seat that is operational and appropriate for the size/age of the child. It is the custodial consumer’s responsibility, not the drivers, to supervise the children brought onto the van.
- Minors (children under the age of 13) must be accompanied by a responsible adult.
- Ambulatory consumers must be physically able to enter and exit the vehicle on their own with minimal assistance from the driver. Otherwise, such a consumer must have an escort to assist them.