

CONNECTING you where you need to go!

- Medical Appointments
- Bank
- Employment (*Limited*)
- Senior Centers
- Educational Facilities
- Social Outings
- Shopping

SCHEDULE YOUR RIDE

Call 1-844-RSVP-VAN

(1-844-778-7826)

Call toll free, at least 24 hours in advance, to schedule a trip. All stops must be scheduled when appointment is made. Rides are scheduled on a "First Come, First Service" basis.

CARROLL CONNECTION FEES

\$3.00 One-Way Trip

\$6.00 Round Trip

Fees must be paid at time of boarding or prior to pickup. Drivers cannot make change or extend credit.



Become a FAN of the VAN!

Carroll Connection
Transit Service Available
Anywhere in Carroll County
Monday - Friday
Except Holidays

For more information, please visit:

www.threeriversrc.com
www.carrollcountyga.com
or call 1-844-778-7826



THIS BROCHURE WAS PRODUCED
FOR THE OFFICE OF THE COUNTY COMMISSION
WWW.CARROLLCOUNTYGA.COM

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1-844-RSVP-VAN

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**CARROLL COUNTY
TRANSPORTATION
SERVICES**

Welcome



The Carroll County Board of Commissioners realizes the importance of getting you where you need to go as efficiently as possible. That is why the board is working closely with federal, state, and regional officials to make Carroll Connection, a transit service, available to everyone. Carroll Connection is part of the Three Rivers Regional Commission's transportation service.

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Transit Service
Available Anywhere
in Carroll County**

**Monday - Friday
Except Holidays**

RIDING REQUIREMENTS

- **SAFETY** is our first priority; therefore, seat belts are to be used at ALL times.
- **CHILDREN** under the age of 16 must be accompanied by a parent or guardian.
- **CAR SEATS** are required for children aged 5 years and younger. Parents/guardians are responsible for providing and securing the car seat prior to the trip.
- **NO SCHOOL BUS** service is provided.
- **PETS**, other than Service Animals, are not allowed.
- **LIMIT PACKAGES** to no more than what the passenger can carry. Packages must be stowed under the seats or in the back of the vehicle to avoid any unsafe hazardous exiting or entering by others. Aisle must remain clear at all times.
- **NO SMOKING/EATING/DRINKING** allowed in vehicles.
- **ABSOLUTELY NO ALCOHOL, ILLEGAL DRUGS, OR WEAPONS** are allowed. Riders who appear to be intoxicated may be denied transportation services.
- **NO HAZARDOUS**, combustible, or flammable chemicals allowed at any time.
- **INAPPROPRIATE BEHAVIOR** which presents a danger or nuisance to other passengers or transit staff will not be tolerated; this includes, but not limited to, verbal or physical abuse, offensive



- language, gestures, or threats.
- **DRIVERS WILL WAIT FOR FIVE (5) MINUTES** at the scheduled pick-up point. Riders should make every effort to be ready and waiting at the scheduled pick-up time. *Note: Driver will not be sent back once vehicle is in route after the five (5) minute wait time has passed.*
- **RIDERS WITH THREE (3) NO-SHOWS** without prior notice or cancellation will be suspended from ridership for a two (2) week period and may result in the denial of future public transportation services.

ACCESSIBLE SERVICE

Carroll Connection is an accessible service. Please inform your scheduler if you need access to the wheelchair lift so we can adjust your pick-up time to accommodate boarding and alighting.

- All wheelchairs must be properly secured in the vehicle.
- Individuals using respirators or portable oxygen must be able to safely stow those items.
- Service animals accompanying individuals with disabilities are permitted.

It is the policy of Three Rivers Transit that no individual shall solely by reason of race, age, sex, color, religion, national origin, political affiliation, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving federal funds. For additional information regarding the discrimination policies and/or procedures in filing a complaint, phone Three Rivers Regional Commission Transportation: 678-692-0510.



Frequently Asked Questions

Can I schedule a ride outside of Carroll County? No, transportation outside Carroll County is not available.

Can I eat or drink on the van? Eating, drinking, and smoking are not permitted. Food and beverages may only be carried if securely closed in spill-proof containers.

Can I listen to music? Music may only be played if headphones are used and volume is low enough not to disturb other passengers.

I forgot my bag on the van, what do I do? Any items left on board the van will be taken to the office at the end of each day.

I am going grocery shopping, how much can I bring on the van? Riders are only allowed to transport packages they are able to carry themselves. Drivers are not required to assist with packages.

I need help getting into my house/apartment, can the driver help me? Drivers can assist passengers in getting on and off the vehicle. Drivers are not allowed to leave the van or enter homes.

Can I bring my pet? Pets are not permitted. Service animals accompanying individuals with disabilities are permitted.

I have an oxygen tank, can I travel with that? Persons using respirators or portable oxygen are permitted on vehicles.

I am a guardian to a family member, can they have an attendant/aide ride with them? Riders with disabilities may be accompanied by an attendant or companion free of charge. Additional companions will be charged the regular fare.

Can I bring my bike/canoe/kayak on the van? No, only what a passenger can keep under the seat is permitted on the van. No belongings can obstruct view, the aisle, or another seat.

Can my group/organization rent/use/borrow the van for an event? No, the vans are strictly for the use of the 5311 public transit program.

What happens in severe weather? Transit runs based on school closings. If the weather warrants closing the schools, transits will not operate.

Can I change my destination once on the van? No, all trip bookings and trip modifications must be made 24hrs in advance.

Can I have multiple stops (ex: be picked up from home taken to the hairdresser, then shopping, and back home)? No.

Can I use my cell phone on the van? Cell phone use is prohibited out of respect for fellow passengers and the driver.

For other questions call: **1-844-RSVP-VAN**