

**WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION  
A DIVISION OF THE ARC OF SOUTHWEST ALABAMA  
APPLICATION FOR TRANSPORTATION SERVICES**

Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone No. \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_

Emergency contact name: \_\_\_\_\_

Relationship \_\_\_\_\_

Phone No: \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_

Will you be on a regular weekly bus route?  Yes  No

If yes, what part of the county will you be picked up?

Where will you be transported (drop off location & phone number) \_\_\_\_\_

Please check the days you will need transportation

M  T  W  TH  F

Period of time transportation is needed: \_\_\_\_\_

If no, what will be the dates of service needed:

Do you require a wheelchair accessible bus?  Yes  No

Please list any other additional rider(s) such as children/assistants/family members and drop off locations and phone numbers to the drop off locations:

Please list funding source:  Medicaid  Cash  Check  DHR

Contract: \_\_\_\_\_ Other: \_\_\_\_\_

Directions to home (pick up location): \_\_\_\_\_

**Alternate drop off point: (PLEASE LIST AN ALTERNATE DROP OFF WITHIN THE ROUTE JUST IN CASE OF EMERGENCY OR IF NO ONE IS HOME AND THE RIDER REQUIRES ASSISTANCE OR SOMEONE TO BE HOME)**

Name(s): \_\_\_\_\_

Phone #(s): \_\_\_\_\_

Directions: \_\_\_\_\_

(This will only be used in rare occasions and emergency situations. All other changes in drop off and pick up points must be notified to the Transportation Coordinator and approved. Our rules indicate that the rider is to be dropped off at the same location as they are picked up unless written permission is obtained. Please be sure someone is home when the rider is dropped off if the rider requires assistance or requires someone to be home.) Any other medical/important information that will be helpful with transportation needs for you or additional

**Riders:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Optional Information.** (This information will only be used in tracking transportation services for statistical data.)

**Gender:** \_\_\_\_ Female \_\_\_\_ Male

**Race:** \_\_\_\_\_

**Age:** \_\_\_\_

**By signing below I agree that the information given, is to best of my knowledge accurate. I understand that this information will only be used to estimate the cost of providing a service and is subject to change. Either party shall have the right to terminate this agreement with a 30 day written notice, if unable or unwilling to fulfill the obligations. I understand that all information is kept confidential by Washington County Rural Public Transportation.**

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

#### **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION RULES**

1. All passengers must wear seat belts and remain in their seats at all times. The passengers must remain seated until the bus reaches its destination and comes to a complete stop.
2. Keep arms and all articles inside the vehicles.
3. All children must be placed in an approved car seat at all times. Our agency does not provide the car seats. Parents or caretakers are responsible for providing an approved car seat as well as securing the children in the car seat and to the bus seat. Parents or caretakers must be in control of the children at all times.
4. Passengers will be returned to the exact point where they were picked up, unless written permission is obtained or approved through the transportation coordinator.
5. There will be no smoking or use of tobacco on the bus. The use of other drugs and alcohol is also not permitted on the bus.
6. W.C.R.P.T. has established an origin to destination service; therefore, drivers will not provide assistance to riders while getting on and off the bus. If a rider requires assistance, an assistant may ride along at no extra cost.
7. Any behavior that results in causing danger to one's self, other passengers or the driver will result in termination. **NO FIGHTING IS ALLOWED ON THE BUS.**
8. **NO WEAPONS ALLOWED.**
9. In the event of an accident, no one is to leave the bus unless absolutely necessary. If necessary, no one is to leave the vicinity of the accident. Remain calm and follow instructions
10. All loose items must be secured and the rider must be in control of any items that they bring on board. Passengers are responsible for these items and any personal belongings. The number of parcels the size of standard grocery bags is limited to 5 per rider which must be secured and/or the rider must be in control of them at all times. For any purchases or items beyond this size, please call ahead for approval. Items should not prevent the access to the aisle, seating, entering or exiting the bus or emergency exits.

11. There will be NO FOUL LANGUAGE used on the bus or verbal confrontations. Avoid loud, boisterous talking, yelling and loud radios. Please respect other passengers as well as the driver. Talk to the driver only when necessary to avoid distracting the driver while driving.
12. Riders must board the bus within 5 minutes of arrival or the bus driver will leave on assumption that no one is riding. An additional 2 minutes is given for allowing persons with disabilities adequate time for boarding/disembarking.
13. Our agency requires a 24 hour notice on scheduling rides and cancellations; therefore, our agency does not accept same day calls. When scheduling rides, please provide your name, phone number, directions to your home, destination, appointment time, names of any additional riders or assistants, any additional stops, any special accommodations needed or if lift equipment is required
14. Riders/Caretakers must give a 24 hour notice of any changes in transportation arrangements to be approved. If a driver arrives to pick up the rider and the rider doesn't ride and proper notification or contact has not been made of any changes, it will be considered a no-show. 3 no-shows a daily route will result in the rider not being picked up the remainder of the week. For riders who do not ride on a daily route, 3 no shows will result in suspension for a month.
15. Trips must originate within Washington County, but can transport to destinations outside of the county. Trips cannot originate outside our service area.
16. Flag stops are also not allowed
17. The pickup window for passengers is 30 minutes
18. It is our agency's policy that no pets are allowed on board the bus. Only service animals are allowed. The ADA defines service animals as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. The animal must remain under the passenger's control at all times and must be house broken. The animal must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.
19. Passengers who require portable oxygen is allowed to ride with only 1 oxygen tank in which they are using. The portable oxygen tanks must be secured and/or the rider must be in control of the tank at all times.
20. Passengers should throw garbage away in the garbage receptacle on board the bus or dispose of it at another location. Garbage should not be left on the floors and/or seats. Please keep the bus clean.
21. Passengers should respect equipment such as the seats, seat belts, and other equipment on the bus. No abuse of the equipment will be allowed.
22. Passengers are not allowed to operate equipment such as the lift, wheelchair and mobile securement devices, and other operations of the vehicle. The driver has received training and is qualified as an employee and insured with our agency to operate these functions. Operating these functions could compromise the safety of the other passengers as well as themselves; therefore, ridership may be suspended or terminated.
23. Passengers should pay the fare rate before boarding unless prior payment arrangements have been approved through the transportation coordinator. Extra stops must be approved prior to the trip during the scheduling phase and the appropriate cost will be applied for the extra stops. Extra stops in the same fare rate area will cost half of the fare rate.
24. If passengers require someone to be home when dropped off, please ensure someone is home or provide us with an alternate drop off location for the passenger. Please contact the office with

instructions for the transportation of the rider if an emergency arises and you will not be able to be there, so that arrangements can be approved.

Each van is equipped with a First Aid Kit and emergency equipment. In the event of an emergency please remain calm and exit through the closest exit. Remain in the vicinity of the van. In the event of a sudden illness, the driver will pull to the side of the road and call 911. Each driver has been trained/certified in CPR and First Aid. Fire extinguishers are located in each van and have been inspected. In the event of a fire, exit through the door nearest to you and follow instructions.

Every one utilizing the Washington County Rural Public Transportation System must adhere to the above rules. These rules have been established in order to ensure your safety. Any violation of a rule will result in an incident report being filed and could result in suspension or termination of services depending upon the severity of the incident. Ridership can be terminated if there are 3 incident reports filed as a result of a violation of a rule or regulation. Ridership may also be suspended or terminated prior to the 3 incident rule depending on the severity of the incident.

### **Verification of Passenger Rules**

I verify that I have read and understand the WCRPT passenger rules and regulations. I agree to adhere to these rules in order to ensure safe public transportation. I understand that I can be suspended or terminated from ridership if I have three incident reports on file as a result of a violation of a rule or regulation. I also understand that ridership can be suspended or terminated prior to the three incident rule depending on the severity of each incident.

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Signature

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Date