

# Paulding County Transit

**Paulding County Transit is the public transportation service for Paulding County provided by the Paulding County Board of Commissioners. The service is available to all Paulding County residents and is open to the general public**

## **Our Mission Statement:**

We believe it is our honor and privilege to service the citizens of Paulding County. Our goal is to develop and maintain an effective and efficient network of transportation services available to the public. Our system is safe, clean reliable and responsive to the travel needs of all Paulding County residents. Our transit system is supportive of our local economic activity by facilitating access to local merchants, industries and commerce. The goal of Paulding County Transit is to serve the community with dignity, honor and gratitude.

Drivers are CPR and PASS certified. Our drivers undergo regular defensive training.

## **How to Become a Paulding County Transit Passenger**

Fill out our application

## **Where We Can Take You?**

Paulding County Transit provides transportation to Senior Center, Doctor's offices, Dialysis Centers, grocery stores, pharmacies, anywhere in Paulding County. However, there are areas of Paulding County that cannot be covered by Paulding Transit.

## **When We Operate:**

The hours of service are Monday through Friday 7:30am to 4:00pm.

## **When Is Paulding Transit Closed**

Paulding Transit does not run on Saturday or Sundays, and is closed on normal holidays observed by the Paulding County Government

## **Inclement Weather**

Paulding Transit is always closed when The Paulding County School System closes for weather conditions. If school is cancelled, Paulding Transit is cancelled. Should inclement weather happen when Paulding County Schools are on breaks, please check with your local news station for Paulding County Government status.

## **How to Schedule a Ride**

Paulding County Transit operates on an advanced reservation basis. To schedule a trip please call 770-443-8873 Monday through Friday, 7:30 am the day before your requested trip. Doctor appointments and work trips may be scheduled 1 month in advance. Trips are scheduled on a first come first serve basis.

## **Passenger Policy**

- Please be ready to meet your bus 1 ½ hrs. before you're scheduled pick up time and be at a main entrance or curbside if weather permits. The driver is allowed to wait five minutes before proceeding to the next destination.

- If you will be unable to or choose not to take your scheduled trip, please contact us to cancel as soon as possible, at least 2 hours before your scheduled pick-up time. No-Shows waste resources which could otherwise be used to transport others. After 3 No-shows there will be a 30 day suspension.
- Paulding Transit is a curb to curb service. If rider should need assistance to and from the bus to enter or exit the destination, they will be responsible for providing an escort to ride along with them. Please call office to notify dispatcher that an escort will be riding along with you.
- Drivers are not allowed to enter a rider's home under any circumstance.
- Eating, drinking, and smoking are not permitted on board Paulding Transit. Food and beverages may only be carried on board if securely closed in spill-proof containers.
- No abusive physical or verbal behavior will be tolerated. Such occurrences may result in an offending client being permanently suspended from riding.
- All passengers must wear their seatbelts at all times.
- Please do not talk to the operator while the vehicle is in motion. Safety is our top priority, and your operator's full attention needs to be on driving.
- Music may only be played if headphones are used and volume is set low enough not to disturb other passengers.
- Any items left on board the bus will be taken to the office before the next time the vehicle is put in service. If you believe you may have left something on board, please call our office.
- No one under the age of 18 is permitted to ride Paulding Transit without guardian supervision.
- Children 5 and under must be in a passenger provided car seat. Paulding Transit does not provide car seats.
- Riders are only allowed to transport packages they are able to carry themselves. Drivers are not required to assist with packages.
- Pets are not permitted on board Paulding Transit unless they are service animals.
- Paulding Transit should never be used for emergency medical trips.
- Stops between pick up and drop off locations are not permitted unless previously scheduled with the dispatcher. Passengers who are on the "call back" schedule are expected to be at the arranged pick up location.

Paulding Transit is a public mass transit service, not a taxi service. Due to the heavy volume of clients wishing to ride, it may be necessary to combine your trip along with several other passengers. We will make every effort to accommodate your trip in the most timely and efficient manner possible without subjecting you to an extended travel time or waiting period.

We ask your patience to be aware that our vehicles are subject to the same traffic conditions and road hazards which cause traffic delays and detours for private vehicles and may delay our schedule beyond our control.

Paulding County Transit  
 54 Industrial Way North  
 Dallas 30132  
 770-443-8873 (Office)  
 770-443-3227 (Fax)

[www.paulding.gov](http://www.paulding.gov)

Betty Roach, Director  
[broach@paulding.gov](mailto:broach@paulding.gov)

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Please sign & return with application. Acknowledgement that you have read & understand the rules & regulations.

X \_\_\_\_\_

Date: \_\_\_\_\_

