

Transylvania County Transportation System — Transport Rules for Vans

Waiting Time and Missed Days

1. The van will wait five (5) minutes for a rider to appear. If the rider is not in the process of boarding the van during that time, the rider will not be transported that day.
2. If a rider misses three (3) consecutive days of transportation without notifying the driver and/or office of the reason, the rider will lose their position on the van and will have to reapply for transportation.
3. Riders are required to call one hour before their scheduled transportation regarding cancellations.

Before you Board

1. Driveway must be accessible for van transport. This includes condition and grade of driveway and keeping low hanging limbs and branches removed.
2. If a rider is challenged by mobility, the proper mobility device for their condition must accompany them.
3. Driver will assist a rider from van to their front door but are not allowed inside a rider's home.
4. Pay driver (if required) upon boarding the van.

While on the Van

1. No food or beverages.
2. No chewing or smoking of tobacco products.
3. No foul language.
4. Good hygiene is essential.
5. Concealed weapons are not allowed on the van.
6. Passengers must wear seatbelts while the van is in motion. Do not remove seatbelt until van comes to a complete stop.
7. When transporting children, the parent or guardian must provide a child restraint seat based on weight or age. Parents or guardians shall not leave children unattended on board any transportation vehicle.
8. No animals are permitted with the exception of required service animals for persons with disabilities.
9. If a rider becomes disruptive and/or unruly for the driver and/or other riders, that person will be immediately suspended from transport and will not receive warnings.
10. Riders may transport up to three (3) grocery bags. We encourage the use of tote bags for easier transport. Drivers may assist with those number of bags to the front door but cannot carry items into the home.
11. Transportation will not be responsible for any items left on the vehicles.



If the above rules are not obeyed, the following steps may be taken: 1) First offense - a verbal warning will be given to the violator. 2) Second offense - suspension from service for a period of time to be determined by Transportation Planner. 3) Third offense - permanent loss of riding privileges.