
Fares

The fare for service depends on the distance of the trip. The charge for each one-way trip is:

0-2 miles	\$2.00
2-4 miles	\$3.00
4-7 miles	\$4.00
7-9 miles	\$5.00
9-11 miles	\$6.00
11-13 miles	\$7.00
13-15 miles	\$8.00
15-17 miles	\$9.00
17-19 miles	\$10.00
19-21 miles	\$11.00
21-23 miles	\$12.00
23-25 miles	\$13.00

Punch Cards

\$10.00 Punch Cards may be purchased from the Administrative Office, or from the vehicle operator with 24-hours notice.

Exact Fare Required

Riders must have exact cash fare or sufficient punch cards available when boarding.

Thank You For Riding

Dial-A-Ride services are funded by Hall County Government, passenger fares, purchase of service, and grants from the Federal Transit Administration and Georgia Department of Transportation..

Have a Compliment, Complaint or Suggestion?

CONTACT

Stu Ballenger
Transit Manager
687 Main Street
Gainesville, GA 30501
770.503.3358
sballenger@gainesville.org

Have you have been treated unfairly based on your race, color, religion, disability status or other protected class?

CONTACT

Phillippa Lewis Moss
Director
Gainesville-Hall County
Community Service Center
430 Prior St. SE
Gainesville, GA 30501
770.503.3340
pmoss@gainesville.org

HALL AREA TRANSIT

DIAL-A-RIDE VANPOOL SERVICE



For More Information Call

770-503-3333

687 Main Street
Gainesville, GA 30501
www.hallareatransit.org

Updated September 2015

Welcome Aboard

Dial-A-Ride is a reservation-based vanpool transportation system available to residents of Hall County. We can take you to work, doctor's offices, grocery stores, pharmacies ... anywhere you want to go in Hall County!

When We Operate

The hours of transportation service are Monday through Friday 7:00 a.m. to 5:00 p.m.

How To Schedule A Ride

To schedule a trip, call 770-503-3333 between 7:00 a.m. and 1:00 p.m. Monday through Friday, Messages may be left on this line at any other time. The more notice you provide the better your chances of getting the pick-up time you desire. If you have regular weekly or monthly appointments give us a call now to reserve your ride.

Rider Tips

- The bus may arrive 15 minutes before or after the scheduled pick-up time. Once the vehicle operator arrives, s/he will wait no longer than **5 minutes** before departing.
- The operator will not honk the horn to notify you of his/her presence so please be alert.
- If you miss the van, it will be considered

a "no-show". Three no-shows over a given period of time may result in you being temporarily suspended from reserving trips. No-shows waste precious resources so plan wisely.

- If you are unable to take your scheduled trip, cancel as soon as possible - at least 4 hours before your scheduled pickup time.
- Riders should notify scheduler if they want the operator to meet them at their front door and assist them into the van.
- Eating, drinking and smoking are not permitted on the van. Water is permitted if secured in a safe spill proof carry-on container.
- Seats at the front of the bus are reserved for seniors and persons with disabilities.
- Do not engage operator in prolonged discussions while the vehicle is in motion as his/her attention must be on safely driving.
- Music may be played if headphones are used with volume set low so as not to disturb others.
- Call office to recover items left on board the van.
- Riders must be able to safely carry their own packages.
- Pets are not permitted on board vans unless properly stowed in a secure container.

Accessible Service

All vans are wheelchair accessible. Please inform scheduler if you need access to the wheelchair lift and they will adjust your pick-up time to accommodate boarding and alighting.



- All wheelchairs must be properly secured to the vehicle.
- Riders with disabilities may be accompanied by a personal care attendant free of charge. Additional companions will be charged the regular fare.
- Persons using respirators or portable oxygen are permitted on vehicles and must be able to safely stow these items.
- Service animals accompanying individuals with disabilities are permitted.

Holiday Service

Dial-A-Ride services do not operate on the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.