Mariposa County Transit
Service Policies

Category	Service Policy
Scheduling or Cancelling A Ride	All rides should be scheduled at least 24 hours in advance. Dispatcher <u>MUST</u> be advised when scheduling your ride if you require a mobility device such as an electric/manual wheelchair, scooter, 4-wheel walker, as space for securing safely is limited.
	Same day trips can be provided if space and time is available.
	Rides between Coulterville/Greeley Hill areas to Mariposa and back can be arranged by calling at least two weeks in advance, contingent on driver availability and weather.
	Cancellations should be made as far in advance as possible and must be made at least two (2) hours before scheduled ride time.
	Pick up times depend on availability. Remember, Mari-Go is a "shared ride" public service. This means that other riders with different destinations may be picked up and dropped off along the way. Your trip on public transit may take longer than if you took other modes of transportation such as a taxi service or if you drove yourself.
Paying for Service	***All rides must be paid for at the time of service*. <u>Drivers do not carry cash and do not make change.</u>**
	If you require an aide/attendant, they ride without an additional charge and must stay with you. <u>Dispatcher MUST be advised when scheduling your ride in order to reserve the additional seat (see Scheduling above).</u>
	**Riders traveling to and from the Mariposa Human Services Center (HSC) ride at no charge to them if they have a voucher at the time of service. Vouchers will be accepted as payment for a one-way/round-trip for passengers deemed eligible by the HSC.
"No Show" Policy	If you schedule a ride, and then 1) cancel the ride with less than two (2) hours advance notice, 2) fail to meet the bus at the designated location, or 3) are not ready to go within 3 minutes of your scheduled pick-up time, that is considered a "no show."
	Two (2) no shows within a one week period or three (3) no shows within a 30-day period can result in a two (2) week suspension of service.
	If you schedule a trip, and then do not show up for that trip, any other trips you may have scheduled for that same day will automatically be cancelled.
Seniors, People with Disabilities and Children	Children 12 years of age and younger MUST be accompanied by an adult. Children eight (8) years of age and under must meet the State of California Department of Transportation's (DOT) Child Restraint(s) requirements.
	The seats at the front of the bus are to be yielded to seniors and people with disabilities.
	Passengers using mobility devices such as wheelchairs or scooters must allow the devices to be secured in the designated areas on the bus. Passengers staying in their wheelchair MUST have a lap-belt securing them safely into their chair while being secured in the designated area of the bus—NO EXCEPTIONS.

*Title III-B Sr. Transportation and pre-paid vouchers through A12AA are exempt.

**Transportation services per the MOU with Mariposa Co. Human Services MUST be arranged prior to scheduled services.

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Carry-On Items	**Limit carry-on packages to the size and number that will fit on your lap or at your feet.** Drivers may help seniors and the disabled with their packages if requested or necessary.
	Items carried on the bus (such as packages, back packs, suitcases, pet carriers, etc.) and not secured in the bus' onboard storage shelving _must remain with the passenger at all times_ and cannot obstruct aisles, seating, or entrance/exit ways of vehicles or wheelchair securement areas. All items brought onboard are the responsibility of said passenger—therefore limit the size and number of items. Items left on the bus are not the responsibility of Mariposa County Transit AND may be properly disposed.
	Animals are not allowed on Mari-Go buses, except for one leashed service animal per passenger or animals secured in pet carriers.
	If you board the bus with a stroller, make sure it is in folded and clear of the aisle passage. Passengers traveling with a stroller and/or bundle buggy must be able to board and disembark without assistance from the driver.
	The following items be not be allowed on Mari-Go buses: Firearms, open alcoholic beverages, flammable or hazardous materials, uncontained animals (except leashed service animals).
Passenger Behavior	In the event of an emergency, passengers will follow the instructions of the driver.
	There is no eating, drinking, or smoking allowed in Mariposa County Transit vehicles.
	Shirts and shoes are required.
	All passengers will behave in a courteous manner at all times with consideration for fellow passengers and the driver. The following behaviors will not be tolerated and may result in refusal of service: eating, drinking, or smoking on the bus; being intoxicated or in possession of illegal drugs; engaging in horse-play or hitting or using profanity; violent and/or abusive behavior (judged by the driver); lack of personal hygiene; playing loud music without using headphones; refusing to yield a seat to a senior or person(s) with a disability.
Medical Transportation—Seniors	Medi-Trans, a non-emergency medical transportation service, is available for Seniors 60+ for scheduled medical appointments and/or in-office procedures in Mariposa, Merced, Oakhurst, and Fresno*. There are no additional fees for those individuals that require a caregiver/attendant. However, the attendant must stay in attendance with the senior. Prescription pickup is allowable as a courtesy, but cannot impact the overall timeliness of the trip for other passengers. All Medi-Trans vans are equipped with a ramp and tie-down straps for wheelchair passengers. ***All Medi-Trans transportation services are contingent on driver availability & weather conditions.**
	There is no eating, drinking, or tobacco/vaping usage allowed in any Mariposa County Transit vehicles.
	In the event of an emergency, passengers will follow the instructions of the driver.

FAILURE TO ABIDE BY ANY OF THESE POLICIES MAY RESULT IN REFUSAL OF TRANSPORTATION SERVICE(S).