

How do I cancel a scheduled ride?

Call the Transit office no later than one hour before your scheduled pickup time to cancel your appointment. Failure to call will result in a "no show." Repeated "no shows" could lead to suspension of services.

What happens if I fail to cancel my ride?

If a Bartow Transit driver arrives and you have failed to cancel your ride, you will become a "no show." Repeated "no shows" leads to suspension of services, based on percentage of total trips taken with Bartow Transit.

Other information

- Vehicles are ADA accessible.
- Some areas of Bartow County cannot be covered by Transit.
- Drivers are CPR/First Aid and PASS certified and undergo regular defensive driving training.

MISSION STATEMENT

We believe it is our honor and privilege to serve the citizens of Bartow 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 Bartow County residents. Our transit system supports our local economy by facilitating access to local merchants, industries and commerce. Bartow Transit aims to serve the community with dignity, honor, and gratitude.

Operating Hours

Monday through Friday

8:00 a.m. to 4:30 p.m.

**Closed Saturdays, Sundays and
Bartow County Government Holidays**

*To file an ADA or Title VI
complaint contact the ADA/Title
VI Coordinator Andy Findley at
findleya@bartowcountyga.gov
770-387-5020*

BARTOW TRANSIT



770-387-5165 (Office)

770-387-5034 (TDD)

140 Douglas Street

Cartersville, Georgia

www.bartowcountyga.gov

Weldon Dudley, Director
dudleyw@bartowcountyga.gov

Jackie Hayes, Assistant Director
hayesj@bartowcountyga.gov

What you should know about Bartow Transit

Do you need transportation?

Bartow County Transit is the lead agency for general public transportation services in Bartow County. If you need transportation, we may be able to transport you to medical appointments, work, shopping locations and local senior centers throughout Bartow County with a scheduled appointment.

Who can ride?

Anyone requiring non-emergency transportation is eligible to ride Bartow Transit. Children aged five and under must ride in a client-provided car seat. Bartow Transit does not provide child safety seats.

Riders under 18 years of age must have an accompanying adult to ride.

How much does it cost?

\$1 per trip for ages six and above.
\$5 per trip to Rome, GA

When should I call?

Reservations are required.
Call 770-387-5165 between the hours of 8 a.m. and 4:30 p.m., Monday through Friday to arrange transportation.

- We recommend you call at least 24 hours in advance.
- You must call before 12:00 p.m. for next day service.
- Space is limited. Passengers are accepted on a first call, first serve basis.

Bartow Transit will make reasonable modifications to policies, practices and procedures when accommodations are necessary to avoid discrimination based on disability or to provide program accessibility to its services, subject to the limitations of Federal regulations. Bartow Transit will provide door-to-door assistance, upon request. If you need accommodations, contact Bartow Transit at 770-387-5165 or for Hearing Impaired the TDD number 770-387-5034 at least 72 hours in advance of trip. Riders should specify any needed special assistance when scheduling pickup.

What information is needed?

Be prepared to give the dispatcher your name, address, telephone number, date and time of your appointment, and the address of your destination.

When is Bartow Transit closed?

Bartow Transit does not run routes on Saturdays or Sundays and is closed on holidays observed by Bartow County Government.

When should I be ready?

Passengers should be ready 1 hour before the scheduled pick-up time and be at a main entrance or curbside, weather permitting. The driver is allowed to wait five minutes before proceeding to the next destination.