

Vehicles Are Wheelchair Accessible

Rutherford County  
**TRANSIT**  
DrivingPossibilities.com



294 Fairground Road, Spindale, North Carolina 28160

(828) 287-6339 (Dispatch)  
(828) 287-6141 (Appointments)  
(800) 735-2962 (Hearing Impaired)

#### Appointment Line:

Appointments may be called into the office Monday-Friday from 9:00 AM - 4:00 PM. All appointments must be scheduled three business days prior for local and five business days prior for out of town.

#### Hours of Operation:

Monday-Friday between 7:00 AM - 5:30 PM. Closed on the second Friday of each month from 11:30 am - 1:00 pm for mandatory training.

#### Closed for Holidays:

New Years Day, Martin Luther King Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving and the day after, Christmas Day and the working day before and after Christmas.

#### Passenger Rules and Procedures:

- Pets are not allowed on vehicles, except for service animals.
- Smoking, eating, drinking, profanity, weapons and sexual misconduct are not allowed on any vehicle.
- Seat belts must be worn at all times. Drivers may assist in securement.
- Carry on bags are limited to two.
- Passengers must be ready 90 minutes prior to appointment time (except for out-of-county trips). Drivers will wait only three minutes.
- Passengers must always walk in front of the van when boarding/exiting.
- Drivers may assist passengers getting on or off the van. Drivers may not go inside a home or facility with a passenger.
- Transportation may be refused to any passenger who appears to be intoxicated or under the influence of drugs.
- A passenger's right to transportation can be terminated by Transit due to misconduct of the passenger. (A complete list of rules is posted in all vehicles)

#### Cancellation and No Show Policy:

Cancellations must be made by 6:30 AM on the day of the appointment or the passenger will be counted as a No Show. Passengers must be ready 90 minutes prior to their appointment time for pick-up. (Passengers with out-of-county trips will be notified of their pick up time the day before).

A No Show is when the driver comes to pick up a passenger and they are not ready to leave. Transit's policy is to only wait three (3) minutes. Three No Show's will result in a one (1) month suspension from Transit.

Revised: July 2012



#### Out of County Transportation Shuttle:

All out-of-town medical visits be made between 9:00 am -12:00 pm. Transit goes to the cities listed below only on the following days:

Shelby: Monday, Tuesday, Wednesday, Thursday  
Asheville, Hendersonville & Columbus: Monday and Thursday  
Charlotte: Tuesday and Wednesday  
Gastonia: Tuesday and Wednesday  
Mooresville: Tuesday  
Kings Mountain: Wednesday  
Spartanburg: Wednesday  
Hickory/Morganton: Monday  
Winston-Salem: Tuesday  
Durham/Chapel Hill: Thursday

Transit must be informed if an additional passenger is required due to a limited number of seats available. Additional passengers must be approved prior to the trip. Requests for transportation on a non-standard day will be reviewed on a case-by-case basis.

#### Qualifications for Ridership:

##### Medicaid Transportation:

In order to qualify to ride Rutherford County Transit, passengers must be approved for Medicaid Transportation through the Department of Social Services (DSS) at (828) 288-4022. Once approved through DSS, appointments can be made through the Appointment Line at (828) 287-6141. If an attendant is required, a Medical Necessity Verification Form must be filled out at DSS.

##### Employment Transportation:

Limited funds are available to help clients get to work or Isothermal Community College for training. An application must be filled out. Cost of trips is based on frequency and total distance.

##### Elderly and Disabled Passengers:

Transit has grant funds available to transport individuals over the age of 60 or who have a disability. An application must be filled out and if they are disabled, a doctor must sign the application. Currently, applicants are allowed 3 trips per month for free under this service. The number of trips per month is subject to change based on program funding. The application is available at [www.drivingpossibilities.com](http://www.drivingpossibilities.com) or one can be mailed to you upon request.

##### General Public:

Service for the general public is provided through Transit's Deviated Fixed Route which runs in Rutherfordton, Spindale and Forest City on a set schedule. The route operates from 8:00 AM-5:45 PM. A list of set times and locations can be mailed to you or found at [www.drivingpossibilities.com](http://www.drivingpossibilities.com). THE FARE IS ONLY \$1.00 TO RIDE. Deviations can be made up to a half mile from a set bus stop. Stops may also be made along the route as long as it is a safe location for the bus to stop. Deviations will not be allowed that require the bus to back up. Please call 828-288-1830 if you need to request a deviation. Monthly passes are \$32.00.



Bus stop locations: Meadowbrook Park, Medical Arts Rx, Amity Apts, Grace of God, BB&T (FC), Food Lion (FC), Harmony Hills, Oak Villa, Southern Manor, Ingles, Highland Apts, Tri City Mall, Walmart, ICC, Senior Center, Rutherford Life Services, Main St. Baptist, Spindale St, Second Baptist, Courthouse, ICC (Rftn), Rutherford Regional, Cottages at Crestview, Freds, VA Clinic, and Granny's Bakery.

