

# Before You Ride

Below are notices and requirements that are beneficial and important, such that each individual inquiring about using Access Tusc Transit Services will and should need to know ahead of time.

## ✓ 1. Scheduling a Trip

Trips are scheduled on a first-come, first-served basis, depending on time and availability. To reserve a trip, requests must be made at least 48 business hours before the desired pick-up time.

**When scheduling your trip, please have the following information ready:**

- Name and date of birth
- Telephone number
- Pick-up and drop-off addresses
- Home address
- Mobile device information
- Details on any care attendant, children, or service dog that may be joining you.

Same-day add-on trips may be accommodated if space is available.

## ✓ 2. Shared Ride Service Details

As a shared-ride service, you may need to leave your home slightly earlier than you would with private transportation. Additionally, there may be a longer wait for your return trip as we coordinate multiple passengers' schedules.

Our schedulers and drivers work diligently every day to minimize wait times and accommodate all passengers as efficiently as possible.

Door-to-door service is available if you have a clear, safe path from your home to the bus, and your driveway is accessible and secure for our buses and clients.

## ✓ 3. Rider Capacity and Item Restrictions

Riders can bring groceries and other items, but they must be able to carry them in one trip without driver assistance. Items must fit on the driver's lap. Each rider is allowed up to 3 bags or items.

Due to the ride share capacity, not all trip requests can be accommodated as they may not fit into the driver's schedule.

Note: Trips cannot be scheduled through drivers or by leaving a voicemail.

**Please call 234-801-8007 to schedule your trip.**

