

## Mission Statement

Our mission is to provide the best-in-class transportation services to our citizens safely and efficiently by utilizing quality personnel and resources.

## General Policies

- Personal care attendants ride free.
- Children aged 13 and under must be accompanied by an adult.
- Parents must supply and install child safety seats for any child under the age of six (6).
- Service animals are permitted. Pets are not permitted.
- Parcels are limited to five grocery bags or small packages under 10 pounds each.
- Restricted items are not allowed.
- Online appointments are not available.

**Autauga County Rural Transportation is an Equal Opportunity Employer and a drug-free workplace.**



## Contact Information

Autauga County Rural Transportation  
218 North Court St. Rm. 104  
Prattville, AL 36067  
Phone: (334) 358-6730  
Email: [rose.thomas@autauga.com](mailto:rose.thomas@autauga.com)

## **Request for Reasonable Modification**

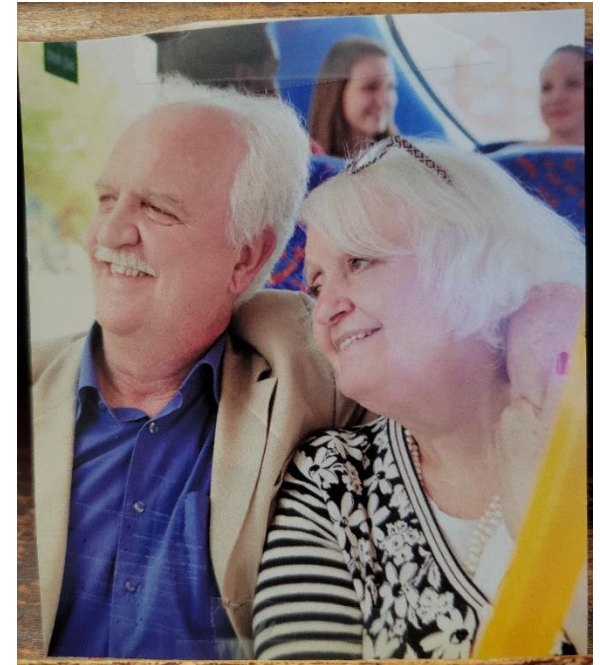
In accordance with the Americans with Disabilities Act (ADA) and directives from the Federal Transit Administration (FTA), Autauga County Rural Transportation will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefit from, its services. Autauga County Rural Transportation will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities. To access the full Reasonable Modification Policy or to request a reasonable modification based on a disability, please use the reasonable Modification Request Form found on our website or by contacting Autauga County Rural Transportation at 334-358-6730. All Reasonable Modification Request must be submitted a minimum of 24 hours in advance.

[www.autaugaco.org](http://www.autaugaco.org)

**Rose Thomas-Williams**  
**Accessibility Coordinator**  
**Autauga County Rural Transportation**  
**(334)358-6730**

This brochure is available in alternate formats such as large print, electronic file, or alternate language. To receive this brochure in an alternate format, contact Autauga County Rural Transportation at (334) 358-6730

# Autauga County Rural Transportation



**Call to schedule a ride:**

**(334) 358-6730**

**ALTRANS**  
Gets You Places

## Service Area

Autauga County

City of Prattville

Transit services may be limited or temporarily halted during events such as inclement weather, natural disasters, or health pandemics.

## Examples of Transit Service Destinations:

- Employment venues within Autauga County
- Medical facilities
- Pharmacies
- Senior centers
- Grocery stores

## Services Provided:

General Public  
Contract

Visit our website for more information and to access our Rider's Guide:

[www.autaugaco.org](http://www.autaugaco.org)

### No Show Policy

Riders will be considered a no-show if:

- A trip is not cancelled at least an hour before the scheduled pick-up **time**.
- The rider does not board the vehicle within three minutes of the pick-up time.
- If the driver arrives at the destination address and the rider is not available or does not take the trip.

Excessive cancellations and/or three no-shows in a month may result in a 30-day suspension of service.

## Hours of Operation

Transit services will operate during the following hours:

Monday - Friday: 6:00 AM TO 4:00 PM

## Office Hours

Monday - Friday: 7:30 AM TO 4:00 PM

**All appointments must be made 24 hours in advance. To cancel a ride, call 334-358-6730.**

Every attempt is made to pick up as close to the schedule time as possible. The vehicle may arrive from 15-45 minutes before your scheduled pick-up. Please be ready at least one hour before the appointment time so that the driver can stay on schedule.

## Holidays

The Transit System will be closed in observation of the following holidays:

- New Year's Day
- Martin Luther King Birthday/Robert E. Lee Birthday
- President's Day
- Confederate Memorial Day
- Memorial Day
- Jefferson Davis's Birthday
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

## Fares

General Public	\$4.00 per one-way trip
Elderly and Disabled	\$2.00 per one-way trip
Children 15 years of age and younger	\$2.00 per one-way trip

## Montgomery and Elmore County

General Public	\$8.00 per one-way trip
Elderly and Disabled	\$4.00 per one-way trip
Children 15 years of age and younger	\$4.00 per one-way trip

Drivers do not carry change. **Exact fare is required.**

A parent must accompany children being transported to a childcare facility.

**This program is made available through funds provided by the Autauga County Commission, FTA 5311 Program administered by ALDOT, 5307 Program coordinated through the City of Montgomery, the City of Prattville and contract service with Central Alabama Aging Consortium.**

