

HELPFUL HINTS

- When scheduling a trip, try to arrange the pick-up and return trip at the same time.
- When cancelling trips, rider must contact the trip scheduler at least one (1) in advance of their scheduled pick-up time to avoid being charged a “No Show.”
- Riders should be ready to for pick-up throughout the 30 minute window (15 minutes before and 15 minutes after) of their scheduled pick-up time.
- Rider should advise the trip scheduler when they will be traveling with a PCA or Companion at the time of trip request.
- A PCA is not charged a fare when traveling with an eligible rider but a Companion is charged the same fare as an eligible rider.
- Potential trip delays beyond the control of GPTC and the driver may occur, such as: traffic, weather, late appointments of other shared riders.
- Rider should have exact fare or riding pass at the time of boarding the vehicle.
- Driver assistance: drivers are not allowed or required to offer assistance beyond the first door of the pick-up or drop off location.