

## Service Priority

(Greenville Transit is a public transportation system and provides open door transportation to the general public. Routes and riders are scheduled according to efficiency.)

### Priority 1 – Daily Time Calls

Rides reserved for the same passenger, same time, and same origin.

### Priority 2 – 24 Hour Calls

Rides reserved 24 hours in advance.

### Priority 3 – On-Demand Calls

Rides reserved an hour or less in advance.

It is the policy of Greenville Transit to make sure that the needs of Wheelchair, Daily Time Calls, and 24-Hour calls be fully administered before addressing the needs of the Priority 3, On Demand passenger calls. Dispatch must receive a minimum of 1 hours' notice for work and appointments for a higher probability of on-time arrival.

If you cannot make your scheduled pick-up, please call and cancel your request for service.

Be ready for your pick-up! The bus will wait no more than three minutes.

Greenville Transit services are provided in accordance with Title VI, without discrimination based on race, color, national origin, or another prohibited basis. Read Greenville Transit's Title VI Program and Plan for more information.

## Extended Routes

Greenville Transit meets Belding Dial-A-Ride at Oakwood Church on M91 and Bricker Road a total of 3 times daily. Meet up times are:

9:30am, 11:30am, 1:30pm

To be on the Belding transfer bus, you must call 20 minutes prior to meet-up times.

## Bus Fare

Rider Classification	City Rides	Eureka Township Rides
Regular	\$3.50	\$4.20
Senior	\$1.75	\$2.10
Disabled	\$1.75	\$2.10
Children	\$2.50	\$3.00

**Fare Notes:** Punch passes may be purchased at the Transit Bus Garage, City Hall, or on the bus. Transit punch passes can be purchased in as large of quantities as you would like. They are non-refundable and they cannot be exchanged for different card colors.

To apply for a reduced fare, fill out and return our *Certificate of Eligibility Application* and return to the Transit Bus Garage.

Bus Fare is required at the time of boarding the bus. The bus will not move until bus fare has been deposited.

Exact change is required. Drivers cannot make change. You may NOT overpay for extra rides and credit for future rides is NOT provided.



# Greenville Transit System

**616-754-9331**

## Hours of Operation

Monday- Friday: 7am-4pm (3:30 last call)  
Saturday & Sunday: CLOSED

## Holidays Closed

New Year's Eve, New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day

## Service Area

### City of Greenville

All areas located inside City of Greenville limits

### Eureka Township

South on M-91 to Bricker Road  
West on M-57 to Montcalm Avenue  
North on M-91 to Wise Road  
East on M-57 to Lake Road

**No Show Policy** - When a passenger is a no-show it is costly for the Greenville Transit System and limits bus availability for other passengers.

- When a customer requests transportation and then fails to show for the pick-up it is called a no-show. A no show fee is equal to the appropriate one-way fare for the passenger.
- Greenville Transit will automatically cancel the return ride if a passenger is a no show for the ride going (unless the passenger calls back and asks to have their return ride reinstated). As a result, passengers are only assessed the no show fee for their ride going as their return ride is automatically canceled.

## Greenville Transit Policies

### Riding the Bus

- All riders will enter and leave the bus at the front passenger door only. Exceptions are a passenger using the wheelchair lift or in case of an emergency.
- All riders need to remain seated until the bus comes to a complete stop.
- All passengers are to remain seated while the bus is in motion and for the duration of their ride.
- Passengers are not to sit on the floor, seatback, etc... Standing is not allowed under normal circumstances.
- Any passengers may be required to sit in a specific seat at the discretion of the Driver or Dispatch.
- Young children are to ride the bus to their original, designated stop unless they have been assigned a different destination by a responsible party.
- Passengers will obey the Driver willingly and report any problems to the Driver promptly.

- All passengers are always required to be fully clothed while being transported on the bus.
- Riders will help in keeping the bus clean by using sanitary practices. Any offensive odors to others or any type of unsanitary practices are to be avoided.

### The Following Disruptive Behaviors are Prohibited on Greenville Transit Vehicles:

- Any actions which may interfere with or disrupt the Driver or customers
- Fighting, mock fighting, or roughhousing
- Obscene, threatening, inciting or insulting language or gestures
- Running, yelling, or throwing objects
- Spitting, littering, graffiti, or vandalism

### Safety

- All passengers are strongly encouraged to wear a seatbelt.
- During heavy snowfall and ice accumulation, buses will run on cleared roads/parking lots only.
- If the bus becomes immobile, or there is an emergency, riders are to comply with the instructions of the Driver.
- Proper footwear is always required. No rollerblades, roller skates, metal cleats, ice skates, or bare feet.
- Smoking (including e-cigarettes), lighting matches, lighters, or any other type of fire, flammable item, or any item that the Driver perceives as threatening, a danger, or hazard is not permitted on the bus.
- The lift is to be used for people, walkers and wheelchairs only. This is not a means to load groceries.

### Transporting Items on The Bus

- Any items that the driver assumes may be explosive or any type of firearm or weapon that the Driver perceives as possibly being threatening, a danger, or hazard is not

permitted on the bus.

- Eating or drinking beverages on the bus is not permitted.
- The transportation of unusual items not normally carried on a bus will be left to the driver and/or dispatcher's discretion.
- Firearms may be transported on the bus, but they must be unloaded and secured in a locked firearm container.
- Items such as an oxygen tank must be portable and secured in some fashion so it cannot fall or roll. Securement can be with a seat belt or a tank holder. A portable pull cart must also be secured.
- Drivers are not required to transport or help passengers move furniture or other large items on the bus.
- Carry-on bags are limited to the number of bags a passenger can carry in one trip; passengers are responsible for carrying and loading their own packages. Extra trips will require double bus Fare.
- Foldable Grocery carts are acceptable, NO WAGONS
- The lift is for wheelchairs, walkers, and people and should not be used to transport excessive groceries/oversized packages

### Animals on The Bus

- Animals that can be carried in a cage or carrier are welcome on Greenville Transit vehicles.
- Service animals are welcome and should either ride in the passengers' lap or on the floor next to the passenger.
- Animal owners are responsible for any damage that their animal may cause. This includes harm to the Driver, other passengers, or the Bus.

**These rules are not intended to be a complete list. These rules are to be followed and are intended to be a guideline showing proper passenger behavior.**