

Need a Ride?

Have you heard?

If you're a senior citizen, Coast Transit can get you where you need to go for **free!**

We offer limited non-emergency, curb-to-curb service in Harrison County for:

- Medical appointments
- Grocery shopping trips, and
- Senior citizens' center transportation.

You can make up to three trips for medical appointments and one trip for Grocery shopping each week, depending on where you live.

Signing up is easy!

All you need to do is get certified!

Call Harrison County Senior Center at 228-896-0214. They'll help you get with the program!

And then...

Once you're eligible, it's easy to reserve a seat on the bus. Appointments can be made up to 2-weeks in advance. Just call CTA at 866-206-8843 no later than 4 p.m. the business day before you want to go. Space available service. Sorry, there is no same-day service.

You must make the appointment with one of the dispatchers at the Coast Transit office. If you leave a message on our answering machine we may not get it in time for your appointment! Also, please don't try to set up appointments through the driver.

To cancel an appointment, please call at least one hour before your scheduled pick-up time.

Resident Medical Appointments Transportation Information

AFRH transportation resources exist to support residents who are not able to drive.

The Scheduler will make decisions based upon the most efficient use of AFRH resources.

For Independent Residents, means of transportation to medical appointments are: **friends, family, a taxi, Uber, Lyft or the Coast Transit Authority (CTA).**

When scheduling medical appointments, please use the guidelines below, let your Providers know that you must work within limited transportation resources.

1. Transportation requests require a **minimum of two (2) business days' advance notice prior to the scheduled medical appointment.** (*Weekend days do not count*)
2. Transportation is limited to a thirty (30) mile radius.
3. You are *highly encouraged* to be put on the transportation list to inform the driver of all potential riders. You should not be turned away because your name isn't on the Van Driver's List. *However*, you may be turned away if the Van has reached its rider capacity for that trip.
4. The maximum capacity for the Van is two (2) Power Mobility Device (PMD)/ Wheel Chair (WC) & six (6) seated passengers.
5. When scheduling transportation, **please have the following information for the Scheduler: date, time, exact street address, doctor/nurse practitioner name, appointment reason, and if you use any devices (cane, rollator, PMD, or WC).**
6. Arrive outside the main entrance doors, by the rocking chairs, *fifteen (15) minutes prior to departure time.* This allows for a safe loading process and to ensure an on time departure.
7. Be mindful that you may not be the only person traveling in the vehicle and departure times are based on the earliest appointment. You may be assigned to a Van that has you arrive earlier, or depart later than you desire. We ask for your cooperation and flexibility.
8. **Transportation does not operate on Federal Holidays.**
9. Due to significant traffic delays, transportation services are **greatly reduced for routine medical appointments** in the spring for **Mardi Gras**, summer for **Scrapin' the Coast** & in October for **Crusin' the Coast**. It is *highly recommended* that you schedule routine appointments the week before or after these events.

Contact the Scheduler's Office at 228-897-4471 to schedule transportation. Customer Service Hours Monday-Friday 0800-1000 and 1300-1430. You may leave a message outside of customer service hours and must give minimum of two business days' advance notice.

In order to reduce potential miscommunication, we prefer a face-to-face request with the Scheduler and that appointment information be provided in writing.

For concerns or complaints you may contact Campus Operations at 228-897-4446.