

## Important Information

- This shuttle is **FREE** of charge for customers who use its services to go to either of the two health facility locations at 2100 Comer Avenue or 5601 Veterans Parkway.
- Return trip documentation from health providers at the two locations is required. Customers are only required to show documentation from the Health and Human Services location(s) that they visited.
- Documentation must be presented to the bus operator upon pickup.
- Customers who do not provide documentation will be instructed to use the fixed route buses servicing both health facility locations.
- The inbound/outbound bus stops for the Health and Human Services Department on Comer Ave are located at 10th Ave and Talbotton Rd.
- If you miss your scheduled ride, please call (706) 225-4581 to reserve a spot on the next available bus.
- The 4:30 PM shuttle trip is for returning customers to the Transfer Center only.
- By appointment only and pending space availability.

### REASONABLE ACCOMMODATIONS

Reasonable accommodations based on a customer's disability may be made by calling our ADA office at (706) 225-4596 and requesting a Reasonable Modification Request Form. The form may also be found online at <https://www.columbusga.gov/metra/Civil-Rights/ADA> by clicking on the "More In-formation/Reasonable Modification Request Form" link at the bottom of the page.

### ADA COMPLAINT

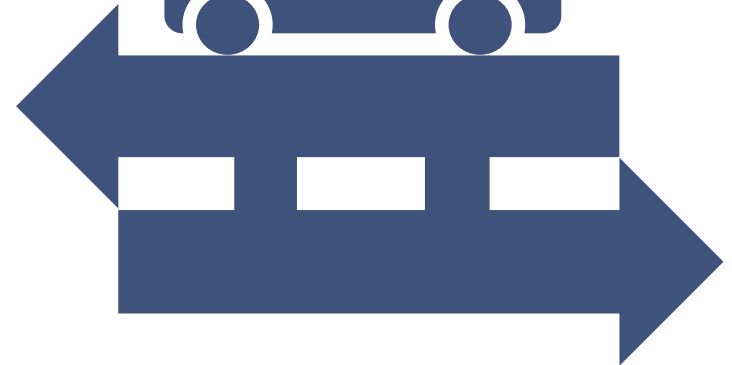
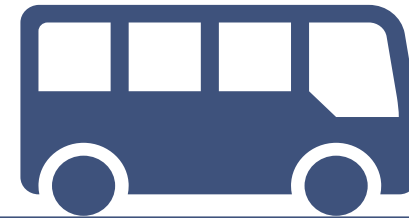
The City of Columbus/METRA operates its program and services in accordance with the Americans with Disabilities Act (ADA) and associated laws, ordinances and regulations which prohibit discrimination on the basis of disability. If customers feel that they were discriminated against by METRA based on their disability, then they may file a complaint with METRA. For more information, please call (706) 225-4596 or visit our website at <https://www.columbusga.gov/metra/Civil-Rights/ADA>. Complaints may also be filed at any time with the Federal Transit Administration (FTA) by visiting their website at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form> and following the instructions provided.

### NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI

The City of Columbus/METRA operates its program and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Columbus/METRA. For more information, please contact (706) 225-4581, or mail completed forms to: METRA: Attn: Title VI; PO Box 1340; Columbus, GA 31901. For more information, visit <https://www.columbusga.gov/metra/>. A complainant may file a complaint directly with the Federal Transit Administration at any time by filing with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590. If information is needed in another language, please contact (706) 225-4581.



SERVICE  
BEGINS  
7/1/2020



## HEALTH & HUMAN SERVICES SHUTTLE

### Includes:

- Shuttle Schedule
- Shuttle Map
- Trip Scheduling Information
- By Appointment Only & Space Availability

To schedule a trip, please call:  
**METRA Administration: (706) 225-4581**  
From: 5am-5pm, Monday-Friday

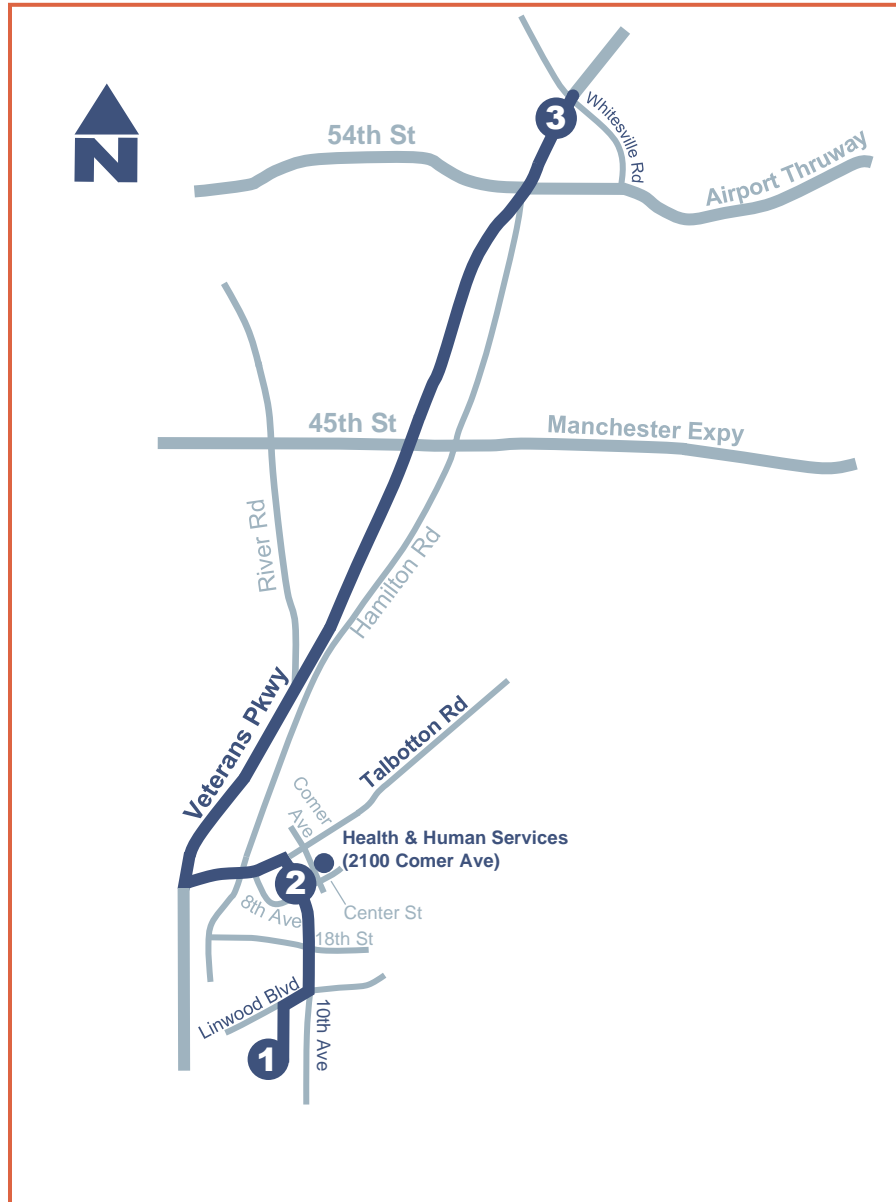
METRA will begin taking reservations on June 30, 2020



WHEELCHAIR  
ACCESSIBLE

# H&H Services Shuttle Map

Monday-Friday, 7:30am - 5:10pm



## Schedule

### Outbound to Health & Human Services Locations

METRA Transfer Center	H & H Services at 2100 Comer Ave.	H & H Services at 5601 Veterans Pkwy
1	2	3
7:30 AM	7:35 AM	7:48 AM
8:30 AM	8:35 AM	8:48 AM
9:30 AM	9:35 AM	9:48 AM
10:30 AM	10:35 AM	10:48 AM
11:30 AM	11:35 AM	11:48 AM
12:30 PM	12:35 PM	12:48 PM
1:30 PM	1:35 PM	1:48 PM
2:30 PM	2:35 PM	2:48 PM
3:30 PM	3:35 PM	3:48 PM
4:30 PM*	4:35 PM*	4:48 PM*

### Inbound to METRA Transfer Center

H & H Services at 5601 Veterans Pkwy	H & H Services at 2100 Comer Ave.	METRA Transfer Center
3	2	1
7:52 AM	8:05 AM	8:10 AM
8:52 AM	9:05 AM	9:10 AM
9:52 AM	10:05 AM	10:10 AM
10:52 AM	11:05 AM	11:10 AM
11:52 AM	12:05 PM	12:10 PM
12:52 PM	1:05 PM	1:10 PM
1:52 PM	2:05 PM	2:10 PM
2:52 PM	3:05 PM	3:10 PM
3:52 PM	4:05 PM	4:10 PM
4:52 PM*	5:05 PM*	5:10 PM*

\*Indicates that stops on the 4:30pm trip are for returns only.

Please note that the shuttle will only depart the METRA Transfer Center at the times listed and if a ride has been scheduled. Customers who have not scheduled a trip will not be picked up at the stops listed.



For more information:  
Call (706) 225-4581  
or visit [columbusga.gov/Metra](http://columbusga.gov/Metra)