



# RIDER GUIDE



## Rider Rules & Requirements

### Rider Requirements

All persons will be considered without regard to race, color, sex, sexual orientation, gender identity, national origin, religion, political affiliation, age, disability which can be reasonably accommodated, or military/veteran status.

All OATS Transit riders are required to conduct themselves properly and in such a manner as not to offend others when riding the bus. Behavior which distracts the driver or annoys other passengers will not be tolerated.

Riders must maintain self control while on board the bus. Violent, disruptive or illegal behavior is prohibited. Conduct which is annoying or inconvenient to a reasonable person is prohibited unless a result of a physical or mental impairment.

### Rider Rules

1. All riders must wear seat belts and remain in their seat when the bus is in motion. Wait until the bus comes to a complete stop before removing it.
2. Please schedule all stops at time of reservation. Notify OATS Transit in a timely manner if you need to cancel your trip.
3. The driver is not allowed to sign out any rider from any type of facility.
4. The driver is not allowed to sign for any riders medication. The driver cannot assist with medication or using the rest room.
5. Riders are responsible for their own belongings; number of bags will be limited.
6. The driver is not allowed to enter the riders home.
7. Drivers may not accept gifts or tips.
8. Please limit perfume or cologne usage.
9. Only service animals are allowed on the vehicles. Therapy, comfort & emotional support animals are not considered service animals.

10. Loud, violent, or abusive conduct will not be permitted.
11. Rude, vulgar or unwelcome comments will not be permitted.
12. Riders shall maintain orderly conduct. The driver should not have to discipline the customer and tend to driving responsibilities at the same time. Disagreements should be resolved between the riders without the involvement of the driver.
13. Individuals known to have an infectious disease (such as tuberculosis, chicken pox, etc.), or head lice, or bed bugs, shall be denied service pending notification that the disease has been rendered non-infectious.
14. Do not smoke or chew tobacco or snuff on the bus. Smoking, including electronic cigarettes, within 20 feet of the bus is strictly prohibited.
15. No eating or drinking on the bus.
16. Bringing any form of weapon on board the vehicle including explosives; all firearms; and all knives (except for small pocket knives) is strictly prohibited.
17. Drivers may deny transportation if the rider is intoxicated, is too ill or experiencing an emergency health episode; has a mobility limitation that prevents safe entry or exit from the vehicle even with reasonable human or mechanical assistance; demonstrates violent or unruly behavior; or insists on transporting prohibited items.
18. Follow your drivers instructions.

*Failure to follow the rider rules may result in denial of service.*



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## Policy on Personal Hygiene

OATS Transit strives to make the transport of clients a pleasant experience. Any person(s) that are transported by OATS Transit should be mindful of other riders and their right to a clean environment. Good personal hygiene is necessary to ensure that everyone on board the vehicle is comfortable while being confined with others in a closed area. Therefore, all clients will be required to adhere to the guidelines set forth by the transportation program regarding this policy.

## Passenger Assistance

OATS Transit provides door-to-door service when possible. All drivers are required to assist each passenger in and out of the vehicle, where applicable. An escort is required for riders under 16 years of age, and is permissible for any other rider needing any additional assistance. Escorts will not be charged a fare.

## Child Restraint Seats

Children who weigh less than 40 pounds, regardless of age, are to be secured in a child seat. It is the rider's responsibility to provide the child seat, and the rider must take the seat with them when they exit the bus.

## What to Expect from Your Driver

1. Drivers are to assist riders when getting on and off the bus.
2. OATS Transit provides *safe, caring & reliable* transportation.
3. Drivers can assist riders to/from the door of their home, and to the door of their destination. OATS Transit drivers will not go inside a rider's home, nursing home room, etc. and provide personal care such as dressing the rider.
4. Drivers will assist with fastening seat belt if needed. The driver has the right to refuse service to anyone who will not wear a seat belt.
5. Drivers may provide guidelines as to how much time may be spent at each destination in order to keep the bus running in a timely manner.
6. Drivers can assist with carrying purchases from the bus to rider's doorstep, however riders who can carry their own purchases, should. OATS does reserve the right to limit the number, and size, of packages allowed on the vehicle. This will be at the discretion of the OATS Transit driver based on that day's space constraints.
7. Riders should NOT expect the driver to help inside the home, administer medication, or provide personal care, etc.

Riders who feel their driver has not followed these guidelines should report the infraction to their region office including date, time, and place.

## Complaints or Additional Information

OATS Transit encourages riders who have complaints or suggestions for improvements to resolve the situation informally with their driver and/or region office since most service problems are simply the result of a misunderstanding or poor communication. Any service complaints received by the region office will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

Rider grievance information, complaint procedures or forms for Title VI Civil Rights and Accessibility can be found on the OATS Transit website or by calling us.

## No-Show & Late Cancellations

It is the policy of OATS Transit that passengers who establish a pattern or practice of excessive No-Shows or Late Cancellations shall be subject to suspension of service.

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least 5 minutes. A Late Cancellation occurs when a rider cancels scheduled service at any time 1 hour or less before the beginning of the rider's scheduled pickup window.

Any combination of 3 No-Shows or Late Cancellations in a consecutive 30-day period will be deemed "excessive". Riders with excessive No-Shows or Late Cancellations will be subject to temporary suspension of service. 1st offense – 30 days; 2nd – 60 days; 3rd – 90 days. OATS Transit will charge the funding source a No-Show fee in the amount not to exceed half the cost of the trip.

## How to Ride

For transportation options in your area, please visit our website at: [oatstransit.org/schedules](http://oatstransit.org/schedules) or call us at 888-875-6287. Some of our routes can connect you with other modes of transportation such as Amtrak, airports and other city bus services. Many of your questions can be answered on our website under the frequently asked questions section.

Fares (if applicable) must be paid in advance of your trip; drivers cannot accept payment on the bus. You can pay with a credit/debit card over the phone when you schedule your trip or mail your check/money order to our office. Those funds are added to your account and deducted each time you ride.