

# Ripley County Transit, Inc. "RIDER RULES" 573-996-2272

*"Because we care about all of our riders and our drivers"*

1. Ages 0 thru 16 years must be accompanied by an adult.
2. Riders are not guaranteed special seating availability or a particular driver.
3. All trip reservations are to be scheduled through the office, not with the driver.
4. Disrespect (verbal or by action) shown to any rider, driver, or employee of Ripley County Transit is prohibited.
5. Weapons are prohibited.
6. All riders must wear seatbelts unless the rider presents a signed physician's seat belt exemption.
7. Riders are not to unfasten seatbelts or leave their seats when vehicle is in motion.
8. Clients with strep, staph, fever, head lice, and other infectious diseases are not eligible for transportation.
9. Dress code: shoes & shirt are required. Casual attire is permissible. Lewd or sexually explicit clothing is not allowed.
10. Due to limited space on the vehicles, items taken on the vehicle are limited to the amount that the passenger can carry. *The driver is not required to lift packages.*
11. Eating & drinking on the vehicle is discouraged.
12. Escorts are allowed to assist passenger's needs.
13. Items are not to be left on the vehicle unattended by the passenger at any time.
14. Route trips need to be scheduled one business day before the scheduled trip.
15. Oxygen tanks and other necessary medical equipment in good repair are allowed.
16. Gasoline, propane, and other inflammable liquids and combustible substances are not allowed on the vehicle.
17. Request infant/child seats when scheduling transportation.
18. Request wheelchair van and seat belt extenders when scheduling transportation.
19. Riders are to contact the office immediately of any cancellations.
20. Ripley County Transit is not responsible for lost items.
21. Service animals are permitted. Service animals presenting a danger to a driver or other passengers must be confined or constrained.
22. Solicitation of any type is not allowed. (including borrowing money from drivers)
23. Use of ALL tobacco products (including smokeless) are not allowed on the vehicle.



Ripley County Transit prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, or income.

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## **DENIAL/TERMINATION OF SERVICES POLICY**

Clients who refuse to comply with the rider rules by Ripley County Transit will receive a written warning. If there is a second refusal, the rider will not be allowed to ride with Ripley County Transit for a period of 30 days. If there is a third refusal the client will not be allowed to ride with Ripley County Transit for a period of one year. If there is a fourth refusal Ripley County Transit will refuse transportation for the client permanently. All warnings and actions will be presented to the Ripley County Transit's Board of Directors. If a client becomes violent and/or life threatening to themselves, the driver, or other passengers, the client's actions will be reported to the local law enforcement. The President of the Board will be immediately notified and a decision will be made by the Board of Directors if the client will be allowed to ride in the future with Ripley County Transit and if legal charges are to be filed.

Revised 12/25/2016