

### **Cancellations & “No Shows”:**

Passengers are required to cancel their scheduled trip at least one (1) hour prior to their pick up time. If a passenger fails to cancel their trip one hour prior to the pickup time and the vehicle arrives for pick-up, they will be charged the one way fare to cover the cost of the vehicle driving to their pick up location.

Service may be suspended if an individual consistently [five (5) or more times within one (1) calendar year, or, three (3) or more times within one (1) calendar month] misses scheduled appointments.

Passengers will be notified of suspension in writing.

### **Return Trips:**

Passengers are to notify the dispatcher, by calling the Rock County Transit office, when they are ready to return home. The dispatcher will notify the driver that the passenger is ready. Some passengers have a set pick-up time, which is noted on the schedule.

### **Waiting Time:**

In the event a driver arrives to pick up a passenger and the passenger is not present or is not prepared to travel within five (5) minutes, the driver may leave and go on to the next scheduled appointment.

Passengers should expect to be picked up from five (5) minutes before to fifteen (15) minutes after the scheduled pick-up time. In the event it becomes obvious that the actual pick-up time will occur outside of this “window”, the passenger shall be contacted and a revised pick-up time arranged.

### **Denial of Service:**

There are several reasons why service may be denied to a passenger. Those reasons include:

- An excessive number of “no-shows”
- Abusive behavior toward the driver
- Disorderly conduct caused by the influence of alcohol or drugs
- Behavior that puts the safety of the driver and other passengers at risk
- Inability to safely ambulate to the vehicle, or failure to utilize the services of an aide

- Failure to use seat belts or proper wheelchair restraints
- Medical conditions that necessitate specialized medical transport

The passenger or his/her guardian will be notified, in writing by Rock County Transit staff that service is suspended or will not be provided in the future. If a trip needs to be suspended, due to abusive behavior toward the driver or other passengers, the driver will take the passenger to the nearest safe place, i.e. the passenger’s residence, passenger’s destination or other safe location. The driver will then notify the dispatcher. The passenger will be responsible for continuing their trip with another provider.

To dispute a suspension you may contact the program supervisor.

### **To cancel an appointment**

Contact the Rock County Transit Program at 757-5054. Normal office hours are Monday through Friday, 7:00 a.m. to 5:30p.m. If canceling outside normal business hours, call Rock County Transit and leave a message.

## VEHICLE RULES

1. No eating, drinking or smoking on board.
2. No abusive, threatening, or obscene language or actions. Should a passenger's actions be so abusive, threatening or obscene as to constitute a threat or significant concern to other passengers or driver, the passenger may be asked to leave the vehicle.
3. No physical abuse of another passenger or the vehicle operator.
4. No operating or tampering with any equipment while on board.
5. No ride will be provided if the passenger appears to be under the influence of alcohol or illegal drugs.
6. No playing radios or other electronic equipment at a loud volume or without headphones.
7. Passengers who can sit in a seat must wear a seatbelt.
8. Passengers who use wheelchairs must be secured using wheelchair securement straps and a shoulder belt.
9. Passengers must pay applicable fare. Driver are unable to make change. Cash or check is allowed.
10. Passengers must not pose a public health threat. Examples of public health threats include, but are not limited to:

\* the existence of excrement on clothes or on hands

\* the existence of other body fluids, such as blood or vomit.

\* inappropriate personal hygiene, i.e. an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers.

11. No hitting, horseplay, yelling, screaming, swearing is allowed. No throwing things inside the vehicle or out the windows. No putting body parts (head, hands, arms, etc.) out the windows.

12. No inappropriate touching or kissing on the vehicle.

13. Trash is not to be thrown on the floor. Take trash with you when exiting the vehicle.

14. Only bring on board what you can carry yourself. 2 bag limit.

15. No engaging in unauthorized canvassing, soliciting or distributing any material.

### **NON-DISCRIMINATION NOTICE**

*All services, routes and accommodations provided by Rock County Transit (RCT) are offered without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. If you feel you have been discriminated against on the basis of race, color, or national origin in the services offered by RCT, you have the right to submit a complaint to the RCT management and/or Federal Transit Administration. For more information, call RCT at 757-5054.*

# ROCK COUNTY TRANSIT PROGRAM



## PASSENGER POLICIES

**Rock County Council on Aging  
51 S. Main Street  
Janesville, WI 53545  
608-757-5054**