



My Ride Direct (Paratransit) Rider Guidelines			
Date adopted:	5/30/2019	Date revised:	6/16/2023

## Bus Courtesy & Expectations

My Ride transit buses and facilities are for everyone. Transporting passengers takes a lot of coordination and we need everyone to do their part to make public transportation work efficiently. How you can help:

- Do not take more than one seat if the bus is crowded.
- No disposing of gum on the buses as there are no trash receptacles on the buses.
- No eating or drinking is permissible on the buses. Any food or drink brought onto a bus must be in an appropriate carrying package or sealed container.
- No smoking, vaping, e-cigarettes or chewing tobacco on any transit vehicle.
- No use of objects intended to be used as weapons. No firearms are permitted on the bus or at bus stops (active duty law enforcement exempted).
- Check that you have your belongings before you disembark.
- Appropriate clothing such as pants, dresses, shoes, shirts, etc., are required at all times.
- Only use permissible audible devices, such as headphones. Speakers are not permitted for use on the buses.
- No solicitation permitted on the buses.
- Speak quietly when talking to others or using cell phones.
- Refrain from talking to bus operator while the bus is in motion.
- No physical contact with operators or other passengers.
- No obscene, profane or indecent language is permitted.
- No disruptive or abusive behavior toward any other passenger or the bus operator.
- Do not tamper with emergency windows unless it is an actual emergency.
- Passengers traveling with grocery bags and/or other packages must comply with the My Ride policy on Articles and Packages on Vehicle.
- Passengers traveling with a service animal must comply with the My Ride policy on Animals.
- If passenger participates in any prohibited activity while riding on an agency vehicle, the driver will make one verbal request for the prohibited activity to stop. If the activity does not stop, the driver will stop the vehicle in a safe area and contact dispatch for further assistance.
  - a) The driver must document all incidents using reporting procedures provided in the Accident and Incident policy.



- b) The dispatcher, supervisor or manager will contact law enforcement to report any criminal behavior.
- If a passenger participates in any prohibited behavior while using My Ride, staff will proceed as follows:
  - a) A copy of the Rider Guidelines will be provided to the passenger informing them that any further instances of the activity may result in a suspension of riding privileges
  - b) A second observation of the prohibited activity will result in a 30-day suspension of riding privileges
  - c) A third violation of this policy will result in service suspension for one calendar year.
  - d) A fourth violation of this policy will result in permanent suspension from using the My Ride transit system
- These activities will result in permanent suspension from the My Ride transit system upon the first occurrence:
  - a) Physical harm to a passenger or employee
  - b) A threat of bodily harm to a passenger or employee while riding or communicating with dispatch
  - c) Intentional damage to an transit vehicle (for example, scratching or breaking windows, cutting or marking seats, graffiti on the exterior or interior of the vehicle or other agency property)
- My Ride transit system will not refuse to provide transit service to an individual with a disability based solely on the individual's involuntary behavior that may offend, annoy or inconvenience agency employees or other individuals (i.e. Tourette's Syndrome).

## General Policy Statement on No-Shows

### Definitions:

#### No-show

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.

#### Pickup Window

The pickup window is defined as a 30-minute timeframe a passenger has been scheduled to be picked up in. Riders must be ready to board a vehicle that arrives within the pickup



window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

#### Late Cancellation

A late cancellation is defined as either: a cancellation made less than 1 hour before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

#### Policy for Handling Subsequent Trips Following No-shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

My Ride understands that because My Ride Direct requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. My Ride also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way can lead to suspension of service. For more information regarding service suspensions, please refer to the Paratransit No Show/Late Cancellation Policy found online at

[www.myriderockhill.com/policies](http://www.myriderockhill.com/policies).