

## PASSENGER RULES AND PROCEDURES



- All RCT (Rutherford County Transit) passengers have a right to transportation provided by RCT; that is why we are here.
- RCT passengers have a right to be treated with courtesy, dignity and respect at all times by RCT personnel.
- A passenger's right to transportation can be terminated by the transportation system due to misconduct of the passenger.
- Disruptive, unruly or abusive behavior to other passengers or the driver will not be tolerated.
- Passengers should always walk in front of the van when boarding and exiting.
- Passengers must keep their arms and head inside the van at all times.
- Passengers must be ready for the driver when the van arrives for pick-up. Pick up times will vary between thirty to ninety minutes prior to the passenger's appointment time. Drivers are instructed to blow the horn and wait for 3 minutes only. If you miss the van, it or another, cannot return for you.
- You will be picked up and dropped off at the locations noted on the Passenger Registration Form. If you need to be dropped at another location notify your agency.
- If you will not be riding the van on any given day, you must notify Transit at 287-6339. If you "no show" or cancel once a transit van arrives to pick you up, you will be suspended from riding Transit for thirty days.
- Drivers may assist you in getting on or off the van if necessary. They may not go inside a home, facility, day care, school, business, etc with a passenger.
- No profanity or vulgarity is allowed while on board a RCT vehicle, with the exception of passengers whose actions and verbiage that are protected under ADA guidelines due to a disability.
- No weapons (knives or firearms) will be allowed on a RCT vehicle.
- No animals other than service animals will be allowed on a RCT vehicle.
- Passengers are not permitted to eat, drink, smoke or use other tobacco products in any RCT vehicle. Exceptions are made to allow eating or drinking which is medically necessary due to passenger's medical condition or treatment, small children, and extended out of town medical trips.
- All passengers must wear seat belt to ensure the safety of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by the seat belt policy.
- No van will move until all passengers have been properly restrained with seat belts or wheel chair securement procedures. Riders will ask drivers if help is needed with seat belt securement.
- No inappropriate display of affection or sexual activity to the driver or another passenger will be allowed.
- No release of human waste, including spitting is allowed. This does not include instances of vomiting or incontinence due to treatment, medication, or illness.
- RCT will reserve the right to refuse transport to any passenger who appears to be intoxicated or under the influence of drugs.

**Passengers violating these rules will be: given a written & verbal warning, or suspended for 30 days, or removed from the vehicle, or permanent suspension from Rutherford County Transit. The procedure for violations of these rules is available in the Transit Director's office.**