

OATS TRANSIT 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, or any other factor prohibited by law.

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 be 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, COVID, flu etc.), or head lice, or bed bugs, shall be denied service pending notification that the disease has been rendered non-infectious, and symptom free.
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. OATS Transit buses may be equipped with surveillance systems; rider activities during transport may be recorded by audio & video surveillance.
19. Follow your drivers instructions.



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

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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.

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 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.

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.

Seat Belts

All OATS Transit drivers and passengers are required to fasten their safety belt before the vehicle is moved. The driver will assure that usable seat belts are available for all passengers and that everyone is properly belted in before the vehicle moves. OATS Transit will not be held responsible for injuries occurring as a result of passengers unfastening or loosening their seat belts.

Child Restraint Seats

Children who weigh less than 40 pounds, regardless of age, are to be secured in a child seat. Conventional seat belts are safe for use by children only if they weigh more than 40 lbs. Children smaller than 40 lbs. may ride only if the person scheduling the ride provides an "approved" child seat which can be secured with a conventional seat belt. The adult rider must carry the child seat, secure the child seat in the vehicle, and take the child seat with

them when they get off the vehicle. It is not legal for other riders to hold a child or infant on their lap while the vehicle is in motion.

Portable Assistive Devices

There are a variety of different types of assistive devices used by those with mobility impairments. When the rider has been seated and buckled in, the driver must assure that devices such as canes, walkers, braces, etc. are safely stowed where they will not present a tripping hazard to other riders and tied down so as not to become a projectile in the case of a sudden stop or accident. The driver will return the assistive device to the rider prior to making any attempt to assist the rider in leaving the vehicle.

Lifts/Ramps

Lift and Ramp equipped vehicles were designed to board passengers who use mobility devices. It is recommended all ambulatory riders board the vehicles by using the steps with assistance from the driver. When an ambulatory rider needs to use a ramp or lift to get on and off the vehicle, they should let staff know when they call to schedule their ride and also tell the driver when they arrive. Allow the driver to assist you when necessary to assure your safety.

Wheelchairs

The lift platforms on OATS Transit vehicles are 30 inches wide and 48 inches long. OATS Transit lifts are factory-set by the manufacturer not to exceed 800 lbs. Mobility devices must be in secured area on the vehicle, and cannot extend into the aisle after being secured. Aisles must be clear in case of an emergency evacuation.

It is best practice that wheelchair passengers be secured with a torso belt supplied by OATS Transit or by the wheelchair's own seat belt system, as this assures they are secure in their seat for both loading and unloading and during the ride. This torso belt will be placed on the rider by a trained driver at the time of pick up.

Scooters

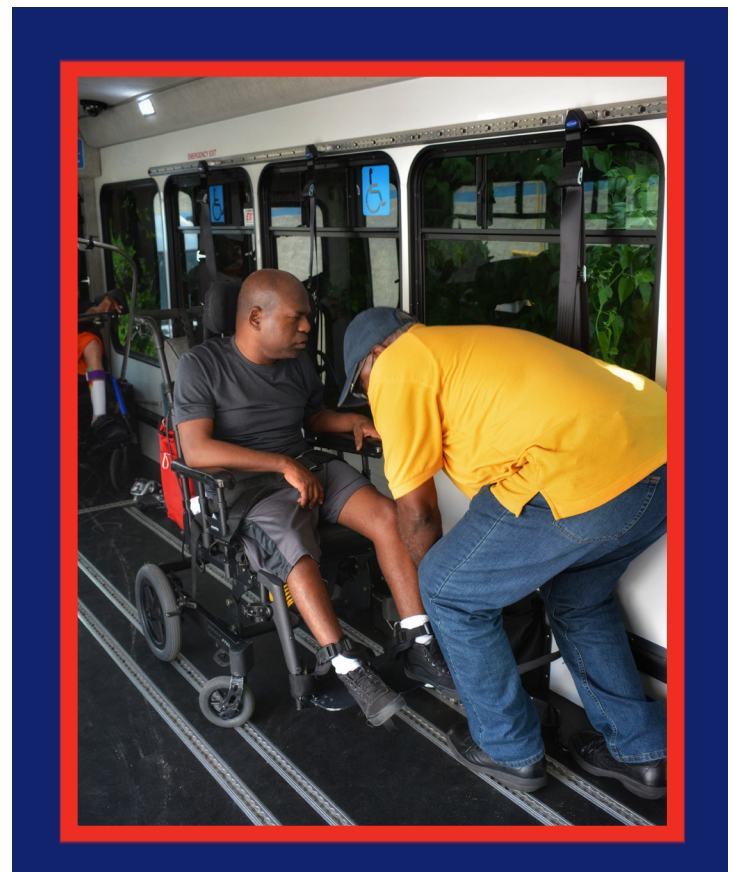
Three-wheeled scooters present a major safety risk when being transported because of their propensity to tip. This is due to the size and center of gravity of a scooter with a client seated on it. The safest way for riders who use scooters to board an OATS Transit vehicle is to board the vehicle on foot with assistance from the driver. It is OATS Transit policy to request that riders using scooters transfer to a regular seat to ensure you are safely secured using a seat belt. The scooter can then be secured without the fear of passenger injury from tip over. OATS Transit strongly recommends no rider be transported while seated on their scooter.

The number one goal of OATS Transit has always been to safely transport our riders to their destination. To help us achieve this goal, the rules and regulations outlined in this rider guide were established to protect both our riders and our employees.

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 at 888-875-6287.



Safe • Caring • Reliable

TRANSPORTATION