



Rider Rights and Rules of Conduct

What Riders May Expect from the OATS Driver:

- Assistance when getting on and off the bus.
- Courtesy and respect.
- A safe manner of driving including following the posted speed limits.
- Assistance to and from the door of your home to the door of your destination. (OATS drivers will not go inside a rider's home, nursing home room, etc. and provide personal care such as dressing the rider.)
- Assistance in fastening seat belt when needed. (Your driver has the right to refuse service to anyone who will not wear a seat belt.)
- Guidelines as to how much time may be spent at each destination.
- Assistance in carrying purchases from the bus to rider's doorstep (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 Driver based on that day's space constraints.
- Overall assistance with regards to their trip. Riders should NOT expect the driver to help inside the home, administer medication, or provide personal care, etc. This should be left to trained personal attendants for the safety of the rider.
- The right to bring on board service animals and necessary medical equipment. *Therapy, comfort and emotional support animals are not considered service animals.*
- Guidelines concerning scheduling of the bus.
- Assistance in setting up group travel, including a price quote.
- Assistance in scheduling appointments for long distance medicals.
- Timely notification of any trip cancellation.
- The right to request that each rider follow the Rules of Conduct; when necessary, report infractions to Regional Director.

Riders who feel their driver has not followed these guidelines should report the infraction to their Regional Director including date, time, and place.

What OATS Expects from the Rider:

All OATS riders are required to conduct themselves properly and in such a manner as not to offend others when riding an OATS bus. Behavior which distracts the driver or annoys other passengers will not be tolerated. To make the ride pleasant for everyone and to avoid safety risks, riders are asked to do the following:

- Refrain from talking in such a manner that disturbs other passengers.
- Avoid talking to the driver when the bus is in motion; however, it is permissible for a passenger to give the driver directions to an individual's home or destination.
- OATS prohibits anyone from possessing or carrying weapons of any kind on company property, in company vehicles, or while on company time. Law enforcement officials, security guards, and other individuals who have been given consent by OATS to carry a weapon on the property will be allowed to do so.
- Do not leave your seat when the vehicle is in motion.
- Do not eat or drink on the bus; open containers are not allowed.
- Always wear your seatbelt when the bus is in motion; wait until the vehicle has come to a complete stop before removing it.
- Do not smoke or chew tobacco or snuff on the bus. Smoking, including electronic cigarettes, within 20 feet of the bus is strictly prohibited.
- Do not spit on the bus; also, cover your mouth and nose when you sneeze or cough.
- To protect the health and well being of our passengers and OATS personnel, OATS requires all passengers maintain an acceptable standard of personal hygiene and to wear incontinence protection if needed. Failure to conform to this policy will result in follow-up by the Regional Director to determine if corrective action is needed, including suspension of service until resolved.
- Do not fight, engage in horseplay or argue with others on the bus.
- Do not curse on the vehicle.
- Do not engage in inappropriate touching, visually or sexually offensive behavior.
- Do not solicit on the bus.
- Notify OATS in a timely manner if you need to cancel your trip.
- Be ready to go when the bus arrives. Have your belongings together, your coat on and ready to walk out the door.
- Always treat your fellow riders and the driver with respect.

Failure to follow these rules may result in denial of service. When a rider violates any of these rules, the driver is to show the individual the rules and ask him to comply with them. Each time an individual refuses to comply or repeats violations of the rules, the driver is to file an Incident Report with the Regional Director on the day the violation occurs. The Regional Director shall determine whether to suspend ridership privileges.

Other safety infractions which will result in denial of service include:

- The parent(s) or guardian of a child weighing less than 40 pounds shall provide an approved child's seat which can be secured with a conventional seat belt. No child under 40 pounds shall be transported without an approved child seat. Children or infants are never to be held in the lap of an adult while the vehicle is in motion.
- Individuals known to have an infectious disease (such as tuberculosis, chicken pox, etc.), or head lice, or bed bugs, shall be denied service pending notification that the disease has been rendered non-infectious.
- Bringing any form of weapon on board the vehicle including explosives; all firearms; and all knives (except for small pocket knives).
- 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.

In these three cases above, the driver may deny service one time. The driver is then to contact the Regional Director immediately (or at least prior to the next time the rider is scheduled to be picked up). The Regional Director will contact the appropriate individuals and/or agencies to determine if ridership privileges are to be suspended and for how long.