

Passenger Rules

Operators are responsible for enforcing passenger rules that are designed for passenger safety, comfort, and the convenience of both passengers and drivers.

The following are activities and behaviors that are prohibited on the Rural Transit vehicles and facilities:

- No Smoking or chewing tobacco on any vehicle owned or operated by Rural Transit.
- No open containers of alcohol are permitted on the vehicle.
- Illegal acts, threats or acts of physical violence will not be tolerated. Rural Transit will contact law enforcement for assistance in threatening situations.
- Any rider who poses a “direct threat” to the health or safety of others will be denied service.

Brochures available in alternative forms upon request.

Interpreter services are available.



- Cancellation and No-Show Policy: If a passenger is reported as a No Show, subsequent scheduled trips for that day are automatically cancelled until the passenger contacts dispatch with his/her schedule.
- If a passenger records a No Show for 20% or more of his/her scheduled rides within a 60 day period, passenger’s service will be suspended for 10 days.
- Pick-up Information: Please be ready at your scheduled time for your pick-up. Drivers will wait 5 minutes only.
- Accessibility: Help us accommodate your needs. Inform the scheduler if you use a wheelchair, walker, portable oxygen, service animal, if you have vision or hearing difficulties, or travel with a Personal Care Assistant (PCA). A PCA may travel with you at no additional cost. The van lifts can accommodate wheelchairs up to 30 inches wide and a total load limit of 600 pounds. Drivers are not able to assist passengers in wheelchairs up or down stairs. A driver will assess changes required for accessibility.
- Violations of passenger rules may result in temporary or permanent loss of riding privileges.