**Agency Name**

**Transit Policies and Procedures**

|  |  |
| --- | --- |
| **Subject** | Rider’s Guide / Passenger Handbook |
| **Section** | Customer Service |
| **Effective Date** |  |
| **Approved By** |  |
| **Approval Date** |  |

**Purpose**

Create a booklet containing all information pertaining to passengers.

**Procedure**

Develop a written guidebook that includes the following information for passengers:

* Service Area and Hours
* ADA and Title VI Policy Statements
* Fares and Fare Collection
* Scheduling a Ride
* Pick Up Window
* No-Show Policy
* Trip Cancellation
* Flag Stop Policy
* Standing Orders and Subscription Trips
* Suspension of Service
* Prohibited Activities on Agency Vehicles
* Restricted Items on Agency Vehicles
* Parcels on Vehicles
* Service Animals
* Transporting Pets
* Passenger Assistance
* Personal Care Attendants
* Passenger Complaints/Comments
* Seatbelt Policy
* Transporting Children
* Child Safety Seats
* Inclement Weather Conditions

The guidebook should be provided to all new passengers and should be posted on the Agency’s website. The Transit Director should review it annually and update it as needed. All passengers should be given a copy of the guidebook any time that it is updated.

**Responsibilities**

The Transit Director is responsible for ensuring that the passenger handbook is reviewed and updated annually.

**Example**

See attached Table of Contents.

**RIDER’S GUIDE**

**TABLE OF CONTENTS**

**1.0 INTRODUCTION X**

1.1 Mission Statement… X

1.2 Acronyms/Abbreviations X

**2.0 AGENCY INFORMATION X**

2.1 Service Area X

2.2 Service Hours X

2.3 ADA Policy Statement X

2.4 Title VI Policy Statements X

2.5 Fares and Fare Collection X

**3.0 CUSTOMER SERVICE X**

3.1 Scheduling a Ride X

3.2 Pick-Up Window X

3.3 No-Show Policy X

3.4 Trip Cancellation X

3.5 Flag Stop Policy X

3.6 Standing Orders and Subscription Trips X

3.7 Suspension of Service X

3.8 Prohibited Activities on Agency Vehicles X

3.9 Restricted Items on Agency Vehicles X

3.10 Parcels on Vehicles X

3.11 Service Animals X

3.12 Transporting Pets X

3.13 Passenger Assistance X

3.14 Personal Care Attendants X

3.15 Passenger Complaints/Comments X

**4.0 SAFETY X**

4.1 Seatbelt Policy X

4.2 Transporting Children X

4.3 Child Safety Seats X

4.4 Inclement Weather Conditions X