

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

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1.0 INTRODUCTION.....	X
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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
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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
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3.15 Passenger Complaints/Comments	X
4.0 SAFETY	X
4.1 Seatbelt Policy	X
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4.4 Inclement Weather Conditions.....	X