

Rockin 66

Express

RIDERSHIP POLICY

The Rockin 66 Express is committed to provide safe, accessible, timely and professional curb-to-curb services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules. Therefore, we thank you, the passengers boarding our vehicles, for obeying the rules listed below:

1. **COURTESY/HYGEINE:** Passengers are always expected to act in a courteous manner, while riding the vehicle. Any passenger who is verbally and/or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately. In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver. Passengers are asked to maintain good personal hygiene so as not to offend other passengers. The driver has the right to ask the passenger to leave the vehicle and/or call law enforcement to ensure the safety of the other passengers.
2. **SEAT BELTS:** If a vehicle is seat belt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding. If the passenger refuses, they will be asked to exit the vehicle and they will be refused service. There will be no exceptions to this rule.
3. **FARES:** Passengers are expected to pay their fares upon boarding the vehicle. The cost per person per trip is \$.75. The cost is the same for all passengers, regardless of age. We appreciate exact change for fares.
4. **BELONGINGS:** Passengers are expected to maintain control of their possessions while on the vehicle. The agency will not be responsible for lost or stolen property. The Drivers are Not responsible for items left aboard the vehicles. Please check for all belongings before exiting.
5. **FOOD/DRINK/TOBACCO:** Passengers are not permitted to consume food and drinks on the vehicle. All vehicles are tobacco free. Smoking/Chewing/E-Cigarette products are not allowed on the vehicles.
6. **ALCOHOL/DRUGS:** No passenger is permitted to have an open alcoholic beverage container on the vehicle. The agency reserves the right of the driver to ask to see the contents of a package if he or she suspects that package may contain an open container of alcohol. At the discretion of the transit provider any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the vehicle.
7. **5 BAG LIMIT:** Space is limited – please only five small single bags per passenger. (Remember drivers are not permitted to assist you with your bags)
8. **WEAPONS:** Weapons are not allowed on the bus. A weapon is described as any device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.
9. **SERVICE ANIMALS:** Service animals accompanying individuals with disabilities will be allowed to board the vehicle. Service Animals must be under the control of the passenger. Pets are not considered Service Animals.
10. **CARE TAKERS:** Rockin 66 Express does not provide aide or escort services to disabled passengers, but an aide can travel with the passenger fare-free. Wheelchairs must be secured in a forward-facing position only. All four belts must be used to secure wheelchairs to the floor tracks.

Illegal drugs are not permitted on the vehicle at any time. Any person found in possession of such drugs will be immediately reported to law enforcement.

11. **SCHEDULED TIME:** Be ready to board 15 minutes before and after your pick time at the curb. If the bus has not arrived by 15 minutes past your pick-up time, please call the office. Drivers' schedules do not allow for waiting longer than 3 minutes. (Prompt boarding assures all passengers of timely arrival at their destinations.)
12. **OXYGEN:** Dependent riders are permitted to have one oxygen bottle in their possession. Riders are required to maintain control of their oxygen by themselves, if assistance is needed, it is recommended that the rider bring someone to assist them.
13. **SCHEDULING A RIDE:** Call weekdays between the hours of 8:00 am and 3:00 pm to schedule a ride. Reservations are accepted the day before the trip up to a week in advance. Reservations for trips on Mondays must be made by 3:00 pm on Fridays. Text 2 Ride is available, but the dispatcher must confirm your trip. If the dispatcher is not on duty, please leave a message. Call at least two hours before the scheduled pickup to cancel.
14. **NO SHOW POLICY:** No Show Policy – If you forget to cancel your ride at least 2 Hours prior to your appointment; you will be credited with a no-show. Three no-shows within a 1-month period will result in suspension for 1 week and for every no show the passenger will be charged for that trip.
15. **MINOR WAIVER FORM:** The Rockin 66 Express will require a liability waiver form for all minor unescorted children 17 years of age and younger to be signed by a parent/guardian before they are permitted to ride the transit vehicle.
16. **MINOR SCHEDULES:** Services are provided to an unescorted minor 10 years and older. Absolutely NO deviations from schedules will be allowed by the minor. The parent/guardian must schedule those changes with dispatch.
17. **AFTER-SCHOOL TRANSPORT:** Reservations for afterschool transport start July 1 and end September 1. It is on a first come first serve basis as well as availability. Staffing limitations prohibit us from serving every school. Reservations are made for the entire school year. These reservations can only be taken from those ineligible to utilize the public-school bus system. Please make sure your child is on time to his/her pick up. The bus is NOT allowed to wait for children to get to the stop, they

need to be there on time. If your child is not at the scheduled time the bus will have to leave to get the next passenger. The policy for no-shows will be the same for children. The Rockin 66 Express has a Zero Tolerance Policy for Bullying. If your child is bullying another child, they will be permanently removed from the services.

CALL TO SCHEDULE:
505-290-2469

TEXT TO SCHEDULE:
505-290-2469

FOLLOW US ON FACEBOOK:
@rockin66expresstransit

CHECK OUT OUR WEBSITE:
<http://www.villageofmilan.com/departments/transit/index.php>