

GUIDELINES FOR RIDING 10-15

For everyone's safety, customers must abide by the following rules of conduct.

- All 10-15 vehicles are a safe space. Racism, bigotry or discrimination will not be tolerated.
- For the safety of all riders, please wait until the driver has stopped driving to ask questions.
- Fighting, throwing things, pushing, shouting, spitting, vulgar language, lewd or inappropriate behavior, vandalism, smoking (including vaping), alcohol, illegal drugs and weapons are prohibited on the bus.
- Your hands and any personal objects are to be kept to yourself. Touching other customers is not allowed without their permission.
- Reasonable hygiene is expected so as not to cause an adverse effect on 10-15's ability to provide an acceptable service for the public.
- Aisles are to be kept clear of any obstacles (strollers, packages, etc. must be kept under the seats).
- Parcels/bags are limited to what fits in your seating space.
- Pets must be in a proper carrier. Service animals are exempt as they are not considered pets. Notify us at the time trip is scheduled, when service animal will be in use.
- Do not touch guide dogs or other service animals without the permission of the owner.
- Be polite and limit noise level. Electronic devices for music, books, etc., should be used with an earpiece to make the noise unable to be heard.
- Service will be denied to any person who poses a potential health threat, including having any bodily fluids such as blood, feces, vomit or urine on clothing, hands, or other exposed areas of the body.
- Reasonable accommodations may be available upon request.
- 10-15 reserves the right to refuse service for violation of rider policy.
- 10-15 has zero tolerance towards violence and illegal activity. Any overt act of violence or threat of violence will result in immediate suspension.
- Failure to comply with the above expectations or other actions which may distract the driver or create an unsafe environment for passengers, may result in appropriate legal and/or disciplinary actions, including suspension from using 10-15 services.

Seat Belt Policy

It is strongly recommended, that anyone riding 10-15 Transit use shoulder/seat belts while riding the vehicle.

Mobility Devices

- Riders using a wheelchair are strongly recommended to use shoulder/seat belts while riding the vehicle.
- Wheelchairs should be in good working order with functional brakes.
- Scooter users should transfer to a bus seat if possible.
- All electric mobility devices must be powered down while the bus and/or lift is in motion.
- Some three-wheeled scooters are difficult to secure and some come with a warning from the manufacturer that they should not be used as seats on moving vehicles. For safety, it is recommended, anyone using one of these transfer to a vehicle seat.
- Drivers are not allowed to push wheelchairs up or down unsafe inclines or obstructions.

- Mobility Devices we may not be able to safely accommodate are wheelchair or mobility scooters that exceeds 32 inches wide or 48 inches long (measured 2 inches above the ground)
- Weight of the mobility device, when occupied, weighs more than 800 pounds

Respirators and Portable Oxygen Equipment

- The driver will assist in securing this equipment on the vehicle.
- Drivers are not permitted to assist a customer in using the equipment. If assistance with portable life support equipment is needed, a personal care attendant must ride with the customer.

Personal Care Attendant

- A Personal Care Attendant (PCA) is someone designated or employed specifically to assist an individual with daily life functions. A family member or friend is not regarded as a personal care-attendant, unless they act in the capacity of a personal care attendant.
- Individuals who need extensive assistance in traveling, including lifting, carrying, support during the ride, or behavior control, must arrange for a PCA to accompany/assist them.
- A PCA may ride free of charge while accompanying a customer and they must be picked up and dropped off at the same location as the customer. It is strongly recommended if a person who requires a PCA to travel, always travel with their PCA.
- When scheduling a trip, inform 10-15 a personal care attendant is needed and will also be riding.

Children

- Infants or small children need to be securely fastened in a car-seat or by a seatbelt.
- For safety reasons, children must transfer to a seat, as strollers are not permitted to be used as securement devices.
- Children under age 3 must be accompanied by a child (+12) or adult.
- When dropping a child off, if no adult is at the destination to accept the child (under 10 years of age), the child will NOT be left at the drop off location. 10-15 staff will attempt to contact the responsible party, and if no contact is made, driver will be instructed to deliver child at the local police station.
- Children 5 years and younger riding with parent or guardian may ride at no cost.

Delayed Vehicles

10-15 vehicles experience the same traffic and weather conditions as the rest of those on the road. Occasionally, our buses may be late for a pick-up. If the vehicle has not arrived by the end of your 15-minute pick-up window, call our office and we will advise you of the expected time of arrival

ADVERSE WEATHER

10-15 will make every effort to provide service, however in the event extreme weather conditions exist and make travel unsafe, we reserve the right to discontinue services until conditions are more favorable. If service is temporarily discontinued, all rides, regardless of trip purpose, may be cancelled. 10-15 will place cancellation announcements on Ottumwa Radio, as well as, on our social media outlets.

The following may occur when hazardous road conditions exist:

- Travel time may increase. Trips may be cancelled.
- Service hours may be shortened. Customers may be taken home immediately.
- Bus service may be cancelled on non-plowed or untreated roads.

Customer's Responsibility

Pickup location must be safely accessible to 10-15 drivers. This includes snow removal, ice treated sidewalks, etc. Due to safety risk, drivers are not allowed to assist customers through snow or on ice covered walkways or driveways. If driver determines unsafe conditions, they may refuse the pickup.

WILL CALLS

Will Call service happens when you call for your return ride. Will Calls are for return trips only. Although will calls can usually be accommodated within 30 minutes, waits may exceed one hour during high volume service times.

Will Call service is offered for in-town medical appointments only on Mondays-Fridays and must be requested before 4:30pm. For best service, we recommend scheduling a set return time, and use Will Call only as a last resort

CANCELLATIONS and NO SHOWS

- Call at least one (1) hour in advance of scheduled pickup time to cancel.
- Once a customer has boarded the vehicle, changes to trip destination or trip times cannot be accommodated, unless the trip has been changed with Access2Care.
- Customers should not give cancellations to the drivers.

No Show and Late Cancellations

Passengers who frequently fail to properly cancel a trip or do not show up in time for their scheduled ride, will be subject to a progressive penalty that may lead to service suspension. The following actions are considered no show occurrences:

- When a vehicle arrives for a passenger inside the trip window (**10 minutes before and 5 minutes after scheduled pick up time**) and the passenger does not board the vehicle within five minutes;
- When a passenger refuses a scheduled trip at the door (also known as a Cancel at the Door);
- Late cancellations that occur one hour or less from the beginning of the 15-minute window trip time (also known as a Late Cancel);

Passenger Notification

Each passenger's no-show occurrences are reviewed at the end of each month for excessive no-show violations. Passengers who are in violation will be notified of a warning or suspension per our policy.