

Passenger Rules

1. Drivers are not permitted to go into residences, nursing homes, grocery stores, or any pick-up or drop-off destinations. They will assist passengers with inaccessible doors, but may not go beyond the entrance. Drivers are not permitted to lose sight of their vehicles when unattended.
2. Drivers are to provide **reasonable** assistance to passengers when boarding, alighting and securing mobility aides -- if additional assistance is needed by the passenger, the passenger may make arrangements for a personal care assistant who will ride at no charge.
3. When boarding wheelchairs/scooters, we prefer that passengers back onto the lift, however, individuals who are unable to back on may request to board facing forward.
4. **All passengers are required to wear seatbelts and lap belts.**
5. Passengers must pay the fare to ride the system at the time they board. Exact fare is required or the driver will issue a Cash Card for change. The driver carries no cash and no cash will be issued for change.
6. The bus may leave after three (3) minutes after the scheduled arrival time.
7. Passengers are responsible for getting their packages from the vehicle to their home or building. **Passengers are allowed to carry on only as many bags, items, that they can safely carry on the vehicle on their own in a single trip.** Items must not be stored in the isle of the vehicle and cannot block any windows.
8. Passengers may not use the vehicle to transport large or heavy items. A passenger may carry on only as much weight or volume as he/she or a personal assistant can carry. The passenger or personal care assistant must maintain control of personal items while on the vehicle. Shawnee MTD does not allow gas cans, propane tanks, car batteries or other flammable items to be transported on the vehicle. **The largest and heaviest item allowed on a Shawnee MTD vehicle is a case of water (24 pk.).**
9. Passengers utilizing mobility aids **may not have more than 4 bags attached to or hanging off of the mobility aid** to where it impairs the driver from properly attaching securement devices; or blocks the access of any isle of the vehicle to other passengers.
10. All mobility devices used by passengers must be secured before the bus is in motion.
11. Shawnee MTD will permit service animals, such as, but not necessarily limited to, service dogs, that have been individually trained to work or perform tasks to accompany persons with disabilities in vehicles and facilities. The service animal must remain under the control of the rider and not present an immediate danger to the driver or other riders.
12. Non-Service animals are allowed on the vehicles if an animal carrier is used. Riders ***MUST*** contact dispatch to make arrangements for the ride prior to boarding.
13. At no time shall an individual engage in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others.
14. Eating, drinking, smoking (including vapes, e-cigarettes, etc.), playing loud music is not allowed on vehicles.

15. Shawnee MTD drivers cannot be responsible for checking/signing persons in or out of any facility.
16. Shawnee MTD is not responsible for any lost or items left on the vehicle. If an item is left on the vehicle, it will be dropped off at the nearest Shawnee MTD depot. Drivers will not return to deliver items that are left on the vehicle. Please contact dispatch to inquire about any items lost or left behind.
17. Shawnee MTD is not an ambulance service; we cannot transport ill or injured persons. If you need emergency service, dial 911.
18. If you are not present at the pickup point, the driver will leave and you will have to contact dispatch to reschedule the ride.
19. Shawnee MTD may temporarily suspend services due to extreme weather or hazardous conditions. Shawnee MTD will share this information on a recorded message on our phone system, notification to local news and radio channels, social media platforms, etc.
20. Shawnee MTD will not transport individuals who cannot be transported safely.

SHAWNEE MTD RESERVES THE RIGHT TO CHANGE THESE RULES AS NECESSARY TO COMPLY WITH CITY, STATE AND FEDERAL LAWS OR TO ADJUST TO OTHER CONDITIONS AFFECTING SERVICES.