

- Medical approval number (if applicable)

Dispatchers or Customer Care Representatives will route and schedule each trip request at the time the reservation is made. Ride Confirmation and pick-up times will be given to the rider. Under circumstances where the rider's reservation request cannot be accommodated, alternative times and/or days may be negotiated, or the trip may be denied. Riders should expect the transit vehicle within thirty (30) minutes of the negotiated pick-up time (15 minutes before and 15 minutes after the scheduled pick-up time) and must board the vehicle within five (5) minutes of arrival. A delay in boarding by the rider of more than 5 minutes may result in service denial/no-show.

Riders are responsible for arranging for the SMTD vehicle to gain access to gated communities or secured complexes. A driver cannot be delayed trying to locate personnel to provide access to a complex.

Subscription Reservation Service: Subscription service is offered to SMTD riders who have travel patterns to and from the same destinations, during the same days and hours, at least one day per week. Individuals who have schedules that change frequently are not eligible for subscription service.

Subscription service is offered Monday through Friday and is restricted to work, volunteer, medical and educational trips. Once a subscription schedule is approved and confirmed by SMTD, the rider does not have to make any further reservation calls except to cancel any trip they do not plan to take.

SMTD cannot guarantee that same day reservations or changes to a rider's subscription schedule can be accommodated. Subscription service is not required under the ADA; therefore certain restrictions may apply due to scheduling and capacity constraints.

Changing Reservations: Changes to reservations will be accepted not later than 5:00 p.m. one business day before the ride date. SMTD cannot guarantee that changes on the ride date can be accommodated. Riders must refrain from asking the driver to make trip changes. Drivers are not authorized to make changes to the trips they are assigned.

Capacity Constraints: At the time the reservation is made, riders may be notified if excessive demand exists for their particular requested trip time, and an alternative may be negotiated.

Cancellations, Lateness, and "No Shows": Riders must cancel unwanted trips during regular business hours the day prior to the trip date. A documented pattern of untimely cancellation notice, "no shows," or lateness for reasons within the rider's control may result in service denial.

Disruptive Behavior: Service will immediately be denied on a long-term basis to riders who engage in violent, seriously disruptive or illegal behavior. Such behavior includes, but is not limited to: physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations; voluntarily and repeatedly violating bus rules; defacing equipment; or refusing to comply with other requirements specified in this Policy.

Stop Announcements: For service on SMTD's deviated fixed services the driver must announce all destination points, transfer locations, and other intervals along the route to permit passengers with vision or other disabilities the ability to be oriented to their location. The announcement will be clearly understandable and loud enough so it is heard by all passengers. *Example: Now approaching Amtrak Station in Carbondale Illinois.*

