



PASSENGER GUIDELINES

January 2016

Welcome to the Southern Minnesota Area Rural Transit! The comfort and safety of our passengers is very important to us. In order to provide transit services in a safe and efficient manner, the following guidelines have been established:

ALL SERVICE:

- Exact bus fare, pass or a one-way token(s) must be presented before you ride; drivers are not able to make change.
- Tipping is not permitted.
- We strongly encourage that seat belts be worn and buckled. If you have difficulty buckling your seat belt, please ask the Driver for assistance.
- Children 15 and under **MUST** wear a seat belt.
- Passengers must remain seated until the bus has come to a **complete** stop.
- Drivers are not allowed to assist customers with groceries or packages. Items brought onto the bus must remain under the passenger's control and be contained to the passenger's own seated area. Items may not obstruct the aisle or wheel chair area.
- Passengers must be considerate of other riders; no screaming, yelling or other disruptive conduct will be allowed.
- Fighting, harassment, horseplay or obscene language will not be tolerated.
- Eating, drinking or the use of tobacco products and drugs are not allowed on the vehicle. SMART will not transport persons who are under the influence of drugs or alcohol.
- Weapons or dangerous objects may not be brought onto the bus.
- No soliciting is permitted on the bus.
- Pets may be transported in carriers on the bus, with the exception of trained animals used as guides.
- SMART buses will not operate during dangerous weather conditions which threaten the safety of our passengers and drivers. If the service closes, it will be announced on local radio stations and posted on our website www.SMARTBusMN.org. We will make every effort to return passengers home who had already been transported to a destination earlier in the day by SMART.

ROUTE SERVICE:

- You must be AT the bus stop prepared to board the bus when it arrives at the scheduled time. The bus cannot wait for individuals who are not waiting at the designated bus stop.
- When you request a deviated pick-up on the route, you must be waiting outside of the deviation location at the scheduled time. The bus cannot wait for individuals who are not waiting and ready.

DEMAND RESPONSE SERVICE: (Formerly known as Dial-A-Ride)

- We strongly encourage 24 hour advance ride scheduling through dispatch at 855-SMARTB1 between the hours of 7 AM and 5 PM, Monday through Friday.
- Rides must be canceled a minimum of one hour prior to the scheduled pick-up time by calling the dispatch number.
- Three 'No Show' rides within five consecutive scheduled rides will result in two week suspension of scheduling rides in advance.
- Please be ready to board the bus 10 minutes prior to the scheduled pick-up time.
- The bus will wait for passengers no longer than **3 (three) minutes** after their scheduled pick-up time. After 3 minutes, the bus will leave and not return.
- SMART DEMAND RESPONSE service provides curb-to-curb service. We are unable to provide assistance walking from your home to the bus or from the bus to your home.

RIDE RESERVATIONS:

The dispatcher will make every effort to accommodate all requests. However, due to system capacity, there may be times when passengers will not be able to ride at their desired time. **ALL CUSTOMERS WILL BE TREATED EQUALLY.** Rides will be given on a first come, first served basis.

If you have any questions, comments, or complaints regarding the above customer guidelines or any SMART service, please contact our dispatch center via phone at 1-855-762-7821, email at SmartService@CedarValleyServices.org, or via mail at SMART Transit, 2111 4th Street NW, Austin, MN 55912.

**THANK YOU FOR YOUR COOPERATION.
ENJOY YOUR RIDE!**

Our mission is to provide safe, reliable, accessible and courteous public transportation services in response to the needs of our communities.