



## PASSENGER GUIDELINES

February 2021

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 all passengers to wear seat belts.
  - 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 bags or packages.** Items brought onto the bus must be brought on within one trip, and must remain under the passenger's control and be contained to the passenger's own seated area and not obstruct the aisle.
- Passengers must be considerate of driver/passengers; no screaming, yelling or other disruptive conduct will be allowed (including use of speaker phone for phone conversations and/or music).
- Fighting, harassment, horseplay or obscene language will not be tolerated.
- Weapons or dangerous objects are not allowed on the bus.
- Soliciting is not permitted on the bus.
- **Eating, drinking or the use of tobacco products (including vaping) and drugs are not allowed on the bus.** SMART will not transport persons who are under the influence of drugs or alcohol.
- Pets may be transported in carriers on the bus, with the exception of service animals, which can ride per guidelines of ADA requirements.
- 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 Facebook page. 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 and/or the deviated pick-up location 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.
- Drivers will wait for passengers no more than 30 seconds at all pick-up locations – After 30 seconds, the driver will depart & the ride will then be marked a 'No Show' & subsequent return ride(s) cancelled.

### 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 6 AM and 6 PM, Monday through Friday, and Saturdays between 9 AM and 3 PM.
- 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 a 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 min., the bus will leave and not return (any return ride associated with this ride will be cancelled).
- 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, some requests may be denied.

**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.