



Customer Rights and Responsibilities

Safety

Customers have the right to:

1. Trips in air-conditioned and heated vehicles
2. Safe, clean, properly equipped, and smoke-free vehicles
3. Properly fastened seatbelts and/or mobility device tie downs
4. Vehicle transfer points that are sheltered, secure and safe
5. A properly identified driver
6. Adequate seating, to include ample space for service animals
7. Assistance in maneuvering mobility devices up and down at a minimum one step; and
8. Community Transportation Coordinator (CTC) policy on medical emergency during transport.

Customers are responsible for:

1. Being ready and waiting for vehicle in a safe location for * minutes
2. Keeping seat belts and mobility device tie downs secure until vehicle stops
3. Remaining seated until vehicle comes to a complete stop
4. Reporting any safety hazards
5. Keeping wheelchairs or other mobility aids in good condition
6. Not tampering with or operate vehicle equipment
7. Addressing car-seat provision with the CTC
8. Making CTC aware of customer's physical and/or mental conditions prior to transport; and
9. Adhering to policy for violent and/or disruptive behavior.

Courtesy

Customers have the right to:

1. Professional, courteous, and properly trained drivers
2. Assistance while getting in and out of vehicle and to the seat; and
3. Assistance with up to * packages.

Customers are responsible for:

1. Calling in trip cancellations within *
2. Informing CTC of all pertinent information regarding trip
3. Presenting the correct fare
4. Being ready at time of pick-up; and
5. Ensuring personal hygiene.



Customer Rights and Responsibilities

Complaints

Customers have the right to:

1. File complaints without fear of retaliation
2. Prompt investigations and effective resolutions; and
3. Current and complete program information.

Customers are responsible for:

1. Filing complaints in a timely manner (state local time frame); and
2. Providing CTC with pertinent information.

Service

Customers have the right to:

1. Pick-ups between * minutes before and * minutes after
2. Expect driver to wait * minutes, but no longer than * minutes
3. Toll-free accessibility to the CTC
4. Be delivered to an appointment on time
5. The CTC's policy on standing orders; and
6. The CTC's policy on no-shows.

Customers are responsible for:

1. Advising the reservationist of appointment times
2. Accepting a shared-ride service
3. Scheduling trip requests * days in advance; and
4. Providing own wheelchair and/or escort.

Note - The information containing an asterisk (*) is determined by each Community Transportation Coordinator (CTC) and should be available in the Rider's Guide and/or local Transportation Disadvantaged Service Plan (TDSP).

[View or right click to save the Rider's Rights and Responsibilities document.](#)