

Straits Regional Ride Bus Rules and Passenger Policy

1. SRR requires exact fare, cash or check, at boarding. Drivers do not carry change. We do not accept electronic payments. Passengers can purchase bus passes from drivers or dispatch office.
2. SRR may arrive 10 minutes prior or after your appointed time. SRR drivers wait three (3) minutes before departing. Please watch for the bus and be prepared to board the bus safely.
3. Please limit your baggage to one seat. Large items may not be allowed. Do not block the aisle.
4. Drivers will assist passenger on and off our bus. Drivers are not required to assist anyone into or from their destination, home or business. Drivers are not required to haul your items. Inform dispatch if there is a special circumstance.
5. Passengers can transport clean returnable cans on the bus in a leak-proof container. The driver may refuse to transport dirty, smelly, leaking cans on the bus.
6. SRR is pet friendly and can ride on the bus in approved enclosed containers. Controlled working animals assisting passengers with mobility issues or those in training are welcome.
7. SRR requests prior notification when you cancel a ride. If SRR responds to your booked ride and receives a "NO-SHOW", dispatch will document this action, and the passenger(s) needs to reimburse SRR for the previous "NO-SHOW" trip before they can ride again.
8. SRR does not allow eating, smoking/vaping or drinking on the bus.
9. SRR will not tolerate any type of violence, threats, intimidation, and destruction of property or insubordination. SRR has the right to refuse service and remove passengers when necessary. Any type of vulgar language, lewd or indecent behavior is unacceptable. Failure to comply will result in immediate removal.
10. SRR does not tolerate weapons or illegal drugs, hazardous materials or other dangerously deemed items.
11. Do not engage in unnecessary conversations with the driver. Their focus should be on the road.
12. Passengers will wear shirts and shoes while riding in the vehicle. All passengers should be reasonably sanitary and free of extreme or unpleasant odors. SRR reserves the right to refuse service or debus any passenger at an appropriate location.
13. Stay in seat while bus is in motion.
14. All wheelchairs must be clean and will be tied down and secured to floor of bus by SRR driver.
15. Infants/children must be in approved carriers/seats. Passengers are encouraged to use seat belts.

PASSENGERS WHO CHOOSE TO BREAK RULES:

1ST INCIDENT.....Individual, parent, guardian, or caregiver will be notified. If safety related incident, suspension of three (3) days privileges will be enforced.

2nd incident..... Up to five (5) day suspension of transportation privileges.

3rd incident..... Indefinite suspension of transportation privileges.

SEVERE DISRUPTION: Defined as refusal to obey driver's requests, property damage to bus, physical harm or threat of harm to any passenger or driver. Illegal drugs or weapons brought on bus will result in automatic and immediate, indefinite suspension of transportation privileges.

