

Passenger Rights and Responsibilities

Passenger Rights:

You are entitled to receive friendly and courteous staff assistance to schedule a transportation service that provides a reliable, safe and comfortable experience within a timely manner.

Passengers with disabilities accompanied by a service animal are welcome.

Passenger Responsibilities:

- Passengers must call in trip cancellations for a pre-scheduled trip as soon as possible, but at least 1 hour before the scheduled pick-up time.
 - Trip cancellations can be left on our after-hours voice mail (207-459-2935) when the office is closed. (Normal office hours are 7:30a – 4:30p, M-F)
- Passengers should be ready and waiting when the bus arrives.
 - *Drivers may arrive 10 minutes before or after the scheduled pick up time and are required to wait only 3 minutes before departing for their next pick up.*
- All passengers must wear seat belts while on YCCAC vehicles. It's the Law.
- Passengers are responsible for taking all personal possessions, packages, etc. with them when they arrive at their destination.
- Passengers are expected to treat schedulers, drivers and other passengers courteously and with respect.
- Passengers should refrain from disrupting the Bus Driver. If you must speak with the Driver, limit the conversation to when the bus is no in motion, whenever possible.
- Passengers should keep electronic devices and conversations personal. Audio of any kind must be listened to through earbuds/headphones and kept at a volume that is not discourteous to other passengers.
- Use of seats as footstools is not allowed on any YCCAC vehicle. All personal belongings must be kept out of the aisles. Carry-on items (such as back-packs, handbags, etc.) must be stored in riders own seating area.
- Wheelchairs, scooters and other mobility devices must be properly maintained. Passengers must know the limitations regarding the use and transport of their specific mobility devices.
- No smoking, eating or drinking is allowed while on a YCCAC vehicle.
- Shirt and Shoes are required on all YCCAC vehicles
- Only animals that are trained to provide a service are allowed on YCCAC vehicles and must be under the control of the rider at all times.
- Passengers must maintain good personal hygiene so as not to offend other passengers.
- Riding a YCCAC vehicle under the influence of illegal drugs or alcohol is not permitted.
- A rider may not bring explosives, flammable liquids, acids, or other hazardous materials onto the vehicle.
- Portable oxygen tanks are permitted on YCCAC vehicles. Oxygen tanks may not be stored in vehicle aisles.
- Riders are responsible for securing their bikes on the vehicle bike racks.

- No gas-powered vehicles allowed on bike racks.
- YCCAC reserves the right to discontinue transport to any rider who engages in violent, illegal or seriously disruptive behavior, such as:
 - Physical abuse that causes harm to the driver or other passengers
 - Physical or verbal threats to the driver or other passengers
 - Acting in a way that is a danger to themselves, the driver, other passengers or YCCAC employees
 - Damaging or destroying equipment

To ensure the quality of our service, we want to know about any issues or concerns you may have about our program. Any questions or complaints regarding this policy should either be called into the office or submitted through our website www.yccac.org/transportation

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