

# Passenger Guidelines



1715 East 4th Street

307-235-8273

307-235-8287

7-1-1 (TDD/TYY)

[www.casperareatransit.org](http://www.casperareatransit.org)

## General Guidelines and Policies

**Restrictions:** To ensure passenger safety and the safety of our drivers, Link and Assist will have the following restrictions

-Refrain from smoking and chewing tobacco. No spitting on buses is allowed.

-Refrain from fighting, using vulgar, offensive or abusive language, pushing, shouting or participating in rough behavior.

-Refrain from bringing prohibited items on Assist or The Link including:

Flammable liquids such as gasoline or kerosene; including gas containers that are empty, but have had gasoline, or kerosene in them at some point. (Gas containers that are brand new and have never been used can be boarded).

Vehicle batteries, fireworks, large packages or other items such as furniture, air conditioners etc.

## Mobility Devices

Drivers are specially trained to assist you. Drivers will deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps upon request. Drivers must secure passengers using mobility devices with no fewer than four securements. Management will be contacted immediately prior to transporting any mobility device that cannot be secured to the bus floor.

At pick up or drop off address drivers will not assist passengers using wheelchairs and scooters up or down stairways. Passengers are required to have someone else assist them up or down stairways at the pickup and drop off.

Walkers must be folded and other mobility devices must be stored out of the aisles.

## Seating

Passengers using \*ADA (American with Disabilities Act) Mobility Devices on the bus (including wheelchairs, scooters, walkers, etc.) are given priority seating. Passengers must yield priority seating in the front of the vehicle for senior and disabled customers.

Assist and The Link passengers are required to use seat belts unless they have a medical certificate on file from a physician stating passenger is exempt. Passengers using mobility devices are required to use the lap belts that are attached to the securement devices.

## Strollers

Strollers must be folded and stored out of the aisles. Strollers are not ADA Mobility Devices. If strollers cannot be folded and stowed safely, passengers with strollers must wait for the next available bus.

Children cannot remain in strollers during vehicle movement.

## Service Animals

Working service animals are welcomed.

Companion animals are permitted on a leash or a small carrier. Cats must be in a carrier. No unsecured animals are allowed under any circumstances.

## Stop Requests

The Link passengers are required to use the stop request cord at least one block before the bus stop.

Passengers requesting a route deviation must call 307-235-8287 one hour in advance to request a deviation. The dispatcher will ask the driver if the deviation will work in the schedule. If the driver is on schedule the request is usually approved. The deviation cost (one way trip) is:

Adults (\$1) with Route Deviation (\$1) CASH ONLY NO TOKENS	\$2.00
Seniors, Disabled (\$0.50) with Route Deviation (\$0.50) CASH ONLY NO TOKENS	\$1.00
Students (\$0.75) with Route Deviation (\$0.75) CASH ONLY NO TOKENS	\$1.50

## Bags

Assist: Passengers are limited to 6 grocery size bags with a weight limit of no more than 20lbs per item

The Link: Passengers are limited to 4 grocery size bags with a weight limit of no more than 20lbs per item