

Rider Code of Conduct

To help us provide a safe and positive experience for all passengers, Transport-U requires all riders to follow the Rider Code of Conduct.

1. Respectful Behavior

- Treat drivers, attendants, and other passengers with courtesy and respect at all times.
- Use respectful language — no yelling, profanity, or threats.
- Follow driver or attendant instructions for your safety.

2. Safety First

- Always remain seated and wear seatbelts (and wheelchair/stretcher restraints, if applicable) during transport.
- Keep hands, arms, and belongings inside the vehicle.
- No eating, drinking, or smoking/vaping inside the vehicle.
- Do not distract the driver while the vehicle is in motion.

3. Personal Conduct

- Maintain personal hygiene for the comfort of all passengers.
- No possession or use of alcohol, drugs, or weapons of any kind.
- Riders who appear intoxicated or pose a safety risk may be refused service.
- Keep noise levels low (music, phone calls, conversations).

4. Property & Equipment Care

- Respect the vehicle and equipment.
- Riders are responsible for damage caused by misuse or negligence.
- Do not tamper with safety devices, locks, or restraints.

5. Punctuality & Scheduling

- Be ready at the scheduled pickup time and location.
- Drivers can only wait up to **15 minutes** beyond the scheduled time to maintain on-time service for others.
- Notify Dispatch at least **24 hours in advance** if canceling or rescheduling a trip.

6. Assistance & Special Needs

- Inform the dispatcher of any mobility devices, service animals, or attendants traveling with you.
- Drivers will assist with safe boarding, exiting, and securing mobility equipment, but cannot enter private residences.

7. Violations

Failure to follow this Code of Conduct may result in:

- Verbal or written warnings
- Suspension of service
- Permanent termination of service for repeated or serious violations