



PASSENGER CONDUCT & SERVICE USE POLICIES

RIDER RULES AT A GLANCE

Working together for a safe and respectful ride



Remain seated while the vehicle is moving.



Limit belongs to two shopping-bag-sized packages.



Keep aisles, doors, and securement areas clear.



Service animals must remain under the handler's control.



Treat drivers and passengers respectfully.



Follow the driver's safety instructions.



Keep music and conversations at a reasonable volume.



Food and drinks are permitted only as an approved accommodation.



No smoking, vaping, alcohol, weapons, or hazardous materials.



A \$5 donation is suggested but never required.



PLEASE NOTE

This page summarizes key rules. Please review the complete Passenger Conduct & Service Use Policies for additional information.

Safe rides. Respectful service. Stronger communities.

Alternative formats and reasonable modifications are available upon request.

CONDUCT & BEHAVIOR



General Conduct

- Passengers must remain seated for the entire duration of the trip.
- Feet must remain on the floorboards and off the seats.
- Changing seats while the vehicle is moving is not permitted.
- No violence, aggressive behavior, or seriously disruptive conduct.
- No direct or indirect threats toward staff or other passengers.
- No sexual comments, harassment, or inappropriate behavior.
- No public indecency, including sexual exposure or sexual acts.
- Intoxicated passengers will not be transported.
- Do not converse with the driver while the vehicle is moving unless necessary for safety.
- Audio devices must be kept at a volume not audible to others.
- No loud, disruptive, or unreasonable noise.
- No speakerphone use.
- No selling, soliciting, or distributing commercial materials on vehicles or at pickup/drop-off locations.
- Riders must not interfere with law enforcement or security personnel.
- Riders must not intentionally block access to doors, aisles, or seating.
- Riders must remain clear of vehicle operating areas and must not stand in unsafe locations.
- Passengers must follow all driver instructions related to safety.

Respectful Conduct Toward Other Passengers

- No discriminatory, hateful, or harassing language.
- No photographing, recording, or livestreaming other passengers or the driver without consent.
- No reserving or blocking seats.
- Riders must respect personal space and avoid unwanted physical contact.

ITEMS & BELONGINGS

Personal Items & Packages

- All personal items must be stored under the seat or kept on the passenger's lap.
- Riders may bring a maximum of two shopping-bag-sized packages (approx. 12–15 inches tall).
- Drivers may assist with up to two grocery-sized bags per passenger.
- Packages must not block aisles, exits, or securement areas.

Prohibited Items & Activities

- No weapons or dangerous objects.
- No hazardous materials or chemicals.
- No open flames or flammable items.
- No tampering with vehicle controls or equipment.
- No open containers of alcohol.
- Matches, lighters, torches, and other fire-starting devices are prohibited.
- Sharp objects such as knives, exposed blades, broken glass, or fishing rods with exposed hooks are prohibited.
- Caustic or corrosive chemicals are prohibited.
- No smoking, vaping, or use of tobacco products on or near the vehicle.

Cleanliness, Hygiene & Sanitation

- Passengers with urine or feces present on their person or clothing will be denied transportation.
- If bodily waste is transferred to the vehicle, the rider may be suspended.
- Strong odors that create an unsafe or unmanageable environment may result in denial of service.
- Eating or drinking is not permitted unless medically necessary and approved with a special accommodation.
- Personal items must be free of pests such as bedbugs, lice, or roaches.
- Bags or containers that leak fluids or emit strong odors may be refused.
- Items that create sanitation or safety hazards may not be transported.

Lost & Found

- Items left on vehicles will be taken to the agency's designated Lost & Found location.
- Riders may retrieve items by contacting the dispatcher or director.
- Items will be held for 6 months from the date found and logged.
- Perishable or hazardous items may be discarded immediately.
- The agency is not responsible for lost or stolen items.

PASSENGER NEEDS & ACCOMMODATIONS



Children & Safety Equipment

- Children must ride in the appropriate car seat or booster seat, provided and installed by the passenger.
- Drivers are not permitted to install car seats or booster seats.
- Riders age 13 and under must be accompanied by a parent or legal guardian.
- Seatbelt extenders will be provided when necessary.
- Emergency exits and equipment may only be used in actual emergencies.

Service Animals & Pets

- Service animals must remain under the handler's control using a leash, harness, or other effective means unless such devices interfere with the animal's work.

Service Animal & Pet Behaviors That May Result in Denial or Suspension

- Threatening growling
- Snapping, biting, or attempting to bite
- Lunging at people or animals
- Repeated aggression when approached
- Continuous barking or vocalizing that the handler cannot stop
- Aggressive barking
- Pulling the handler in a way that creates a safety risk
- Inability of the handler to keep the animal at their side
- Attempting to move around the vehicle or ignoring commands
- Needing to be restrained by someone other than the handler
- Jumping on passengers, the driver, seats, or equipment
- Attempting to climb into other riders' laps
- Running or pacing around the vehicle
- Blocking aisles or exits
- Wandering away from the handler
- Urinating, defecating, or marking territory inside the vehicle
- Chewing or scratching vehicle surfaces
- Knocking over items or damaging property
- Aggression toward other animals

Service Animal & Pet Normal Behaviors (Not Grounds for Denial)

- A single bark or brief vocalization
- Sniffing the air or environment without touching others
- Sitting, standing, or lying down normally
- Being alert or watchful
- Shedding fur
- Being a large or intimidating-looking breed

Pets & Comfort Animals

- Pets and comfort animals must remain inside a secure carrier for the entire trip.

Medical Devices & Equipment

- Medically necessary devices such as oxygen tanks, portable oxygen concentrators, CPAP/BiPAP machines, and similar equipment are permitted.
- Equipment must be safely secured and must not leak, spill, or create hazards.
- Extremely large or non-portable medical equipment that cannot be safely secured or exceeds vehicle capacity may not be transported.

Mobility Devices, Boarding, & Assistance

- Wheelchairs must be secured using four-point securement.
- Drivers will not enter a rider's home or residence.
- Drivers must maintain visual contact with the vehicle when assisting passengers.
- Drivers will not assist over damaged ramps, missing ramps, or stairs.
- Drivers will not move wheelchairs up or down stairs.
- Excessive boarding time requires prior approval as a Special Accommodation.
- Oversized mobility devices are those that exceed the vehicle's lift capacity, securement system, or interior turning radius.

SPECIAL ACCOMMODATIONS (REQUIRE PRIOR APPROVAL)



- Extended boarding time
- Assistance being pushed in a wheelchair
- Assistance stabilizing while stepping onto the vehicle
- Use of a portable step stool
- Assistance securing mobility devices
- Use of a seatbelt extender
- Carrying medically necessary equipment
- Use of the lift for riders unable to climb steps
- Transport of oversized mobility devices
- Temporary securement exceptions
- Assistance positioning mobility devices
- Driver announcing arrival at pickup or destination
- Simplified or alternative communication methods
- Extra time to understand instructions
- Temperature-related accommodations
- Reduced conversation or quiet ride
- Seating preference
- Pickup at an alternative safe location
- Assistance navigating uneven outdoor surfaces within safe limits
- Driver waiting longer in extreme weather (with approval)
- Standing orders for recurring trips
- Allowing a caregiver or caseworker to schedule trips
- Lifting weight above the 2-bag limit

SAFETY

Boarding & Exiting Safety

- Riders must wait until the vehicle has come to a complete stop before approaching.
- Riders must not crowd the lift or attempt to board before the driver indicates it is safe.
- Riders must follow driver instructions during boarding and exiting.
- Riders must not rush the driver or interfere with lift operation.

Safety & Driver Interaction

- Drivers may assist passengers only when it can be done safely and without leaving the vehicle unattended.
- Drivers will not perform unsafe maneuvers or assist in ways that could cause injury.
- Riders must not tamper with seatbelts, securement devices, or emergency equipment.
- Passengers must not interfere with the driver's operation of the vehicle.

TRIP LOGISTICS

Scheduling, Cancellations & Weather

- Riders must be ready at the scheduled pickup time; drivers may wait up to the designated wait time window.
- Repeated no-shows or late cancellations may result in temporary suspension of service.
- Walkways, driveways, and ramps must be cleared of snow, ice, and debris before pickup.
- Pets must be secured indoors or restrained away from the pickup area.
- Service may be delayed or canceled due to unsafe weather or road conditions.
- Drivers may refuse service if a situation presents a safety risk.

Fare Donation Policy

- A \$5 voluntary donation is suggested to support service operations.
- Donations are optional and no rider will be denied service for inability to donate.
- Drivers do not carry change.
- Donations may be made to the driver or through approved agency methods.

APPEALS PROCESS



Right to Appeal

- Any rider who receives a written notice of suspension, service denial, or other disciplinary action may file an appeal within 10 calendar days of the date on the notice.
- To begin an appeal, the rider must submit a written request that includes:
 - Rider's name and contact information
 - Date of the disciplinary action
 - The rule number(s) referenced in the action
 - A brief explanation of why the rider believes the action should be reconsidered
- Appeals may be submitted by mail (1429 4th Avenue Rock Island IL 61201), email (jvantieghem@rockislandcounty.org), or in person to the transit system's administrative office located at 1429 4th avenue Rock Island IL 61201.
- Upon receiving an appeal, the Transit Manager will:
 - Review the incident report, any available video/audio, and staff statements
 - Review the rider's written appeal
 - Contact the rider if additional information is needed
- A written decision will be issued within 10 business days of receiving the appeal.
- If the rider disagrees with the administrative review decision, they may request a hearing before the RICO Transit Appeals Committee within 5 business days of receiving the decision. The appeals Committee will
 - Schedule a hearing within 30 business days
 - Allow the rider to present information, documents, or witnesses
 - Review all relevant evidence
- The Committee will issue a final written decision within 10 business days after the hearing.
- For minor violations, service may continue during the appeal process unless safety concerns exist.
- For serious safety-related violations, the suspension may remain in effect until the appeal is resolved.
- The Appeals Committee's decision is final. Riders will be notified in writing.