

## **No Show Policy**

A trip must be cancelled at least one (1) hour prior to the scheduled pick up time.

### **Should a rider fail to cancel:**

1st violation: a warning letter will be sent to rider

2nd violation: a warning letter will be sent to rider

3rd violation: rider is suspended for 60-days

*No Show violations may be appealed  
using the Leon County Grievance Policy*

### **QUESTIONS OR COMMENTS**

Questions, comments, suggestions or complaints can be called into StarMetro or may be lodged with the Transportation Disadvantaged Hot-line at:  
**1-800-983-2435**

**This information is available in an accessible format upon request.**

**To request these formats, contact:**

  
**555 Appleyard Dr.  
Tallahassee, FL 32304  
(850) 891-5199 or  
Florida Relay 711**



**Leon County  
Community  
Transportation**

**RIDER RIGHTS  
AND  
RESPONSIBILITIES**

**Community  
Transportation**

# Customer Rights and Responsibilities

## S A F E T Y

### CUSTOMERS HAVE THE RIGHT TO:

1. trips in air-conditioned and heated vehicles;
2. safe, clean, properly equipped, and smoke-free vehicles;
3. properly fastened seatbelts and/or mobility device tie downs;
4. vehicle transfer points that are sheltered, secure and safe;
5. a properly identified driver;
6. adequate seating, to include ample space for service animals;
7. assistance in maneuvering mobility devices up and down no more than one step; and
8. Prompt attention to a medical emergency during transportation.

### CUSTOMERS ARE RESPONSIBLE FOR:

1. being ready and waiting for vehicle in a safe location five minutes before scheduled pick up
2. keeping seat belts and mobility device tie downs secure until vehicle stops;
3. remaining seated until vehicle comes to a complete stop;
4. refraining from eating or smoking on the vehicle
5. keeping wheelchairs or other mobility aids in good condition;
6. not tampering with or operating vehicle equipment;
7. addressing car-seat issues when requesting travel;
8. making staff aware of customer's physical and/or mental conditions prior to transport; and
9. adhering to policy for violent and/or disruptive behavior.

## C O U R T E S Y

### CUSTOMERS HAVE THE RIGHT TO:

1. professional, courteous, and properly trained drivers;
2. assistance while getting in and out of vehicle, if disability is registered, and
3. travel that is curb to curb.

### CUSTOMERS ARE RESPONSIBLE FOR:

1. informing staff of all pertinent information regarding trip;
2. **calling in trip cancellations at least one hour in advance of pick up**
3. presenting the correct \$2.50 fare at time of pick up;
4. loading and unloading all personal items, and
5. ensuring personal hygiene.

## C O M P L A I N T S

### CUSTOMERS HAVE THE RIGHT TO:

1. file complaints without fear of retaliation;
2. prompt investigations and effective resolutions; and
3. current and complete program information.

### CUSTOMERS ARE RESPONSIBLE FOR:

1. filing complaints in a timely manner (within 24 hours of event), and
2. providing staff with pertinent information.

## S E R V I C E

### CUSTOMERS HAVE THE RIGHT TO:

1. pick-ups between five minutes before and thirty minutes after scheduled time
2. expect driver to wait five minutes
3. 24 hour accessibility to the rider assistance staff; and
4. be delivered to an appointment on time.

### CUSTOMERS ARE RESPONSIBLE FOR:

1. scheduling **trip requests** in advance daily deadline; and
2. scheduling requests for **all programs** 24 hours in advance, and
3. advising the reservationist of appointment times; correct addresses, etc. and
4. accepting a shared-ride service; and
5. providing own wheelchair, ramps and/or care attendant.