

SPARTANBURG MEDICAL CENTER TRANSPORTATION SERVICES RIDER'S GUIDE

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| NO SMOKING | NO LITTERING | NO EATING OR DRINKING | NO DRUGS OR ALCOHOL | NO WEAPONS |
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Things to Know

1. *Scheduling a Trip*

All trips are demand response only with ADA compliant vehicles. To schedule a trip, call 864-560-4118 or 800-277-7762 no later than 10 a.m. the day before you need a ride. Trips must be cancelled at least two hours before your pickup time. "No-shows" are detrimental to the efficiency and effectiveness of the program. Pick up and drop off times may not be exact. Once the driver arrives, the driver will only wait ten minutes.

2. *Boarding and Riding the Bus*

Door to door service is provided. When boarding the bus, hold onto rails or seat backs. Correct change is required. Drivers do not carry or have access to money. Seat belts must be worn at all times. You are limited to four (4) carry-on grocery size bags. Keep all bags with you or under the seat. Seats are for passengers. Do not block the aisle. Be considerate of other passengers when using electronic devices.

3. *Exiting the Bus*

Watch your step. The driver will assist passengers needing assistance. Remove your personal belongings. Please alert the driver to any item(s) left on the bus that does not belong to you.

4. *Service Animals*

Service animals are permitted as defined by the American Disability Act. The driver may ask whether the animal is a service and what function it performs. The person must

maintain control of the animal using voice, signal, leash, or other means. Emotional support animals are not permitted.

5. Respirators, Concentrators and Portable Oxygen

Respirators, concentrators, and/or portable oxygen are allowed while transportation services are provided to individuals. Drivers will contact dispatcher operations or management if there are any questions. **“Service will not be denied”**.

6. Reasonable Accommodations

Reasonable accommodations are required by ADA to ensure employees, clients, and passengers essentials are met for service or to perform the essential functions of their duty. Reasonable modifications can be requested in advance of scheduling a trip or it may be requested at the time of the pick-up. Advance notice is preferred; however, drivers must be flexible to handle requests requested on the spot. Associates are trained to always treat passengers with the utmost respect. As part of the Safety Program, observations are conducted by the Safety committee Members periodically. Cameras are also on board for observations and used to investigate complaints if one occurs.

For additional information or questions, please contact Spartanburg Medical Center Transportation Services 864-560-4118.