



PASSENGER RULES AND GUIDELINES

- The public transportation reservation line is 803-385-6904. The dispatch pick-up line is 803-385-1110. The after-hours EMERGENCY and late cancel line is 803-385-3181. ***This line is for emergencies and late evening cancellations, not reservations. Same day cancels are considered a no show.***
- All Medicaid passengers must call 866-445-6860 to reserve a ride or 866-445-9962 for pick up request and information.
- This is a shared ride service. Passengers will be sharing a vehicle with other passengers. A driver may pick up or drop off other passengers before taking another passenger to their destination.
- Passengers with Chester-to-Chester appointments should be ready 1 hour before their appointment time. Passengers outside the Chester-to-Chester area should be ready 2 hours prior to their appointment time. Trips exceeding 90 miles should be ready 1 hour plus travel time to the appointment.
- Drivers will wait no more than 5 minutes for a public transportation passenger and no more than 10 minutes for a Medicaid passenger to board the bus.
- Passengers that schedule appointments and do not board when the vehicle arrives for pick up are considered a no show.
- Three (3) no shows in thirty (30) days and a passenger will be suspended for seven (7) business days. Three (3) suspensions result in permanent suspension from riding The Connector.
- Passengers requiring assistance are allowed one (1) escort to assist them entering and exiting the vehicle at no charge. The escort will ride for free. Drivers are not allowed to lift passengers, enter homes or facilities, or carry bags for passengers.
- Passengers are limited to five (5) bags and must keep these bags out of the aisle and always secure. No driver is allowed to carry these bags for you.
- No passenger is allowed to ride in the front seat.
- Mobility lifts are available for passengers with disabilities and special needs and should be requested when a reservation is made.
- All occupants are required to wear the supplied seat securement provided before the bus will move and while the bus is in motion. All mobility devices will be secure and unsecured by the driver before the bus is in motion and after the bus is at your destination and stopped.
- Passengers should not ask the driver to make additional trips they did not reserve prior to the trip. Passengers should not ask the driver to pay for their fare or buy them food.
- No food or drink is allowed on the bus. Do not leave trash or personal items behind.
- The fare must be paid when boarding the bus. Passengers should have correct change and we do not accept pennies.
- All passengers are encouraged to wear a mask to prevent the spread of germs and/or viruses. If a passenger is experiencing flu or covid related symptoms, please cancel your appointment or wear a mask while riding.
- If any passenger interferes or is involved in any behavior detrimental to the safe and comfortable operation of the vehicle or its passengers, riding privileges may be suspended or denied. **NO ABUSIVE OR DISRUPTIVE BEHAVIOR, NO PROFANITY OR VULGARITY OR HARASSMENT OF DRIVERS, NO EATING, DRINKING, USE OF TOBACCO PRODUCTS, COMBUSTIBLE MATERIAL, OR ILLEGAL SUBSTANCES. NO SCREAMING, LOUD TALKING, HORSEPLAY, SINGING OR PLAYING MUSIC.**



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- Passengers may initiate questions, comments, and/or complaints by:
 - Directly contacting the Director or Transit Administrative Staff in person, by phone (803)385-3181 or (803)385-3838 option 2, by email jdavis@chesterconnector.com, or by our website www.chesterconnector.com under contact section.
- Once questions, comments, and/or complaints are received they will be recorded on a Customer Input Form and either the Director or Transit Administrative Staff will review and conduct any investigation necessary. Once sufficient information is gathered, then a response will be made regarding the questions, comments, and/or complaint. A response will be initiated as soon as feasibly and necessarily possible but no later than five (5) business days from receipt. If the nature of the questions, comments, and/or complaint requires more than 5 business days, then a response of that nature will be provided with an answer forthcoming no later than 30 days from receipt.
- Upon receiving an answer, individuals may request a review by the agency's Board of **Directors by written notice to:**
The Connector
Board of Directors
P.O. Box 1109
Chester, SC 29706