

Gopher Rider Policies

It is a pleasure to provide you with our service. In return, the expectation is that you will follow our rider policies as outlined below.

For first time participants, we will have a printed version of these policies available in the vehicle during your first ride.

If you have any questions or concerns about our policies, please reach out to rides@communityridesvt.org or 855-467-4375.

PASSENGER CODE OF CONDUCT

The Passenger Code of Conduct also applies to all transportation staff (management, administration, and drivers). A shortened version of Gopher's Passenger Code of Conduct will be posted in all our vehicles. Drivers are authorized to enforce these policies and may refuse service to anyone who engages in prohibited behavior while being transported.

- **The use of drugs, alcohol, and/or smoking are prohibited.**
For your safety and good health, the use of tobacco products (including e-cigarettes and vaporizers), drugs of any kind, or alcohol consumption are never allowed.
- **Wear your seatbelt in the vehicle at all times.**
- **No dangerous materials or weapons.**
Guns, knives, or any weapons are prohibited (including car batteries, gasoline, kerosene or other flammable liquids and toxic substances)
- **Food and drinks.**
You're welcome to bring your beverages with you. Please make sure it is in a container with a sealed lid – and take the container with you when you leave. No eating food please.
- **Do not bother other passengers.**
Please respect other passengers' property and space. No vulgar or offensive language, excessive noise, or harassment of any kind to other passengers.
- **Fares.**
When applicable, passengers are required to pay the proper fare for all transportation through the mobile application or web portal, or through a pre-arranged payment process.
- **Do not distract the driver.**
Anyone who willfully causes destruction to Gopher's property or exhibits disruptive behavior will be asked to leave the vehicle and may forfeit the privilege of being allowed to ride in the future. In the event of severe damage and/or continued disruptive behavior, offenders will be prosecuted to the full extent of the law.

- **Do not litter.**
Pack it in, pack it out – leave no trace behind in the vehicle. Gopher is not responsible for personal items left in the vehicle.
- **Attire.**
Please keep a shirt, bottom, and shoes on at all times.
- **No solicitation.**
Of any kind.
- **Hygiene.**
Please perform personal hygiene tasks at home; customers cannot release bodily fluids in Gopher’s vehicles; customers cannot have excessive odor that is disruptive to the driver and the safe operation of the vehicle.
- **Support a safe, comfortable, and clean travel experience for all.**
No disruptive behavior; use G-rated language; keep all body parts inside the vehicle; never throw objects inside or out of the vehicle.
- **Keep your tech to yourself.**
Be courteous when using technology. Use headphones and keep your volume to a level that will not be heard by the driver or other passengers if you are doing anything on your device that makes noise (including playing games and music). If a phone call needs to be made, please make it brief and keep your voice down.
- **Keep your pet in a carrier.**
Except for service animals, you must keep your pet in a carrier at all times.

PACKAGES, BAGGAGE, BICYCLES & ACCESSORIES

Any package in the vehicle must be placed where it will not interfere with the operation of the vehicle or with any other passengers. Grocery carts, trolleys and baby strollers must be the type that can be folded up. Riders are responsible for loading/ unloading their bicycle(s) and other accessories.

CHILD RESTRAINING SYSTEMS

Riders must supply and install their own child restraining system and secure the child passenger in the child restraining system. Currently, Gopher is not able to provide car seats.

REFUSAL OF CRVT PROGRAM RIDES

Gopher’s drivers may refuse service to a person who is in violation of our Passenger Code of Conduct or presents an immediate safety threat for the driver or vehicle. If service has been refused, Gopher shall notify the passenger(s) and drivers shall notify their supervisor, as well as fill out an Incident Report form at the end of the shift.

RIDER CANCELLATION

Cancellations must be made two (2) hours prior to the scheduled pick-up time by calling Gopher’s office 1-855-467-4375 or emailing rides@communityridesvt.org. Any trips cancelled

less than two (2) hours prior to the scheduled pick-up time are considered and treated/recorded as a no-show.

NO-SHOWS

A ride is considered a no-show when: the vehicle arrives at the designated location at the scheduled pick-up time and the passenger does not show up or is not ready to board within a ten (10) minute wait period. The vehicle will wait ten (10) minutes from the time the vehicle arrives, and then pull away and inform base of the no-show.

WHAT HAPPENS WITH A NO-SHOW

Once a rider has been categorized as a no-show, we will flag the rider in the system. A pattern or practice of no-shows is generally defined as two (2) or more no-shows within a period of three (3) months. Gopher shall work with the passenger to eliminate future no-shows, which may result in suspension of service for a period of time or termination of service eligibility.