

GOPHER RIDER POLICIES

Gopher is operated by Community Rides Vermont, Inc.

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. If you have any questions or concerns about our policies, please reach out to rides@gophervt.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's 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 card or check, 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 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 or if your pet is too large to fit in a carrier, we do have a vehicle we can set-up with a barrier where your pet can sit in our vehicle's trunk.

Packages, Baggage, 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 (Car Seats)

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

Refusal of Community Rides VT 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@gophervt.org . Any trips cancelled less than two (2) hours prior to the scheduled pick-up time is considered and treated/recorded as a "No-Show."

Paying customers with a late cancellation/no-show are subject to Gopher's booking (administrative) fee. The booking fee depends on how far our vehicles would travel to pick you up. For example, local trips are subject to a \$10 booking fee, and very long-distance trips are subject to a \$25 booking fee. The no-show / cancellation fee **must be paid** before being able to book future trips with us.

No-Shows

A ride is considered a no-show when: the vehicle arrives at the designated location, and the passenger does not show up or is not ready to board within a ten (10) minute wait period from the **scheduled pick-up time**. At that point if the passenger hasn't shown up to the vehicle ready to Board, the vehicle will inform a supervisor of the no-show and will pull away to go to their next pick-up.

For Gopher's customers, once a ride 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(s) to eliminate future no-shows, which may result in suspension of service for a period of time or termination of service eligibility.

Payment

Drivers can take all major credit and debit cards or personal checks in the vehicle. Accounts can be set up for riders who can only pay with cash (or EBT cash) and/or are interested in setting up recurring rides and don't want to have multiple transactions a day or week.