

Rider Responsibilities

- Rider should be ready for pickup throughout the pickup window of the scheduled trip.
- Pay exact fare at time of boarding the vehicle.
- Treat drivers, other riders, and GPTC staff with courtesy and respect.
- Keep personal assistance devices in good condition and be able to operate without driver intervention.
- Make sure ramps, sidewalks and walkways are properly maintained and clear of snow and ice.
- Wear vehicle seatbelts/restraints during transport.
- Keep service animals under control at all times.
- Cancel reservations at least one hour before scheduled pickup time.
- Do not eat, drink or smoke in a GPTC vehicle.
- Do not engage in disruptive or abusive behavior.
- Provide up to date information to the GPTC ADA Coordinator such as: home address, phone number, types of mobility aids at time of trip (s) reservation.