



## VanGO Passenger Rights and Responsibilities

VanGO passengers have the right to travel safely in a clean and appropriate atmosphere, and to be treated with courtesy and respect. Passengers are entitled to a driver who maintains control over their vehicle to the best of their ability and to vehicles that are properly maintained and driven in a safe and defensive manner. In return, passengers are expected to adhere to the following rules:

- Be courteous to and respectful of other passengers and drivers.
- Do not eat, drink, or smoke while on VanGO vehicles.
- Do not carry or use alcohol or illegal substances on VanGO vehicles, stops or transfer points.
- Do not use profanity, offensive language, or inappropriate behavior.
- Do not litter in the vehicle or at VanGO stops and transfer points.
- Speak in a reasonable tone and respect other passengers.
- If seats are available, remain seated while the vehicle is in motion. If standing due to capacity issues, hold securely to the overhead grab bar.
- Bring only as many items on the vehicle as you can carry without assistance; secure all carry-on items under your seat or on your lap.
- Arrive at designated stops or locations suitable for flag stops prior to the time identified on the schedule.
- Alert drivers several stops in advance of the location you wish to exit the vehicle; exit only after the vehicle has stopped completely.
- Advise the driver if you require an accommodation due to a disability.
- VanGO encourages passengers to wear seatbelts.

Violation of any rule may result in punitive action up to and including termination of VanGO services. Any criminal acts occurring on or to VanGO vehicles, drivers, or staff will be prosecuted to the fullest extent of the law.