



**Rider Information Policy and Procedures**

**On Demand Curb to Curb Services**

**Ravalli County Public Transportation Provided**

**Revision Date August 2022**

**Transit Coordinator**  
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**310 Old Corvallis Rd**  
**Hamilton, MT. 59840**  
**(406) 363-7484**

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The BitterRoot Bus is your Ravalli County Public Transportation curb to curb on demand service, providing transportation needs to all the area's citizens ages 11 and above. Ages 10 and under will require a personal attendant at a charge. The service is always changing and improving in order to accommodate our clients to the best of our abilities.

### **Curb-to-Curb**

The BitterRoot Bus provides curb-to-curb service within a reasonable distance off highway 93. Please be ready and waiting for us at your scheduled pick-up time. The driver will wait up to 3 minutes for you to prepare to load. We schedule within 15-minute intervals, (30 minutes if your home residence is further from town) as courtesy to be able to accommodate all our clients with the same respect, EVERY Client needs to be on time. After **TWO** no-show incidents, the BitterRoot Bus will implement a 5-day suspension policy.

If a client needs further assistance door-to-door from our vehicle, it is the client's responsibility to arrange a Personal Care Attendant to assist them to/from our bus to receive our services. Our driver's will not leave their bus/van to go searching for the client or assist the client with a mobility device or in any other way to and from their destination building/area.

**Our driver's do not enter anyone's home at any time for any reason.**

### **Business / Medical facilities / Public Buildings:**

Drivers will not enter any public establishments in attempt to find passengers, these include but are not limited to, nursing homes, medical facilities, shopping centers, businesses, etc. Passengers need to be waiting at least (5) minutes prior to their scheduled pick-up time. BitterRoot Bus is a shared ride service, rider delays are unacceptable because it effects the following passengers by getting off schedule and causes a major inconvenience to everybody involved.

Please Note: The ability for us to provide safe curb-to-curb service requires stairs, ramps, doors, handrails, pathways, etc. to be free of snow, ice and other debris and be secured. BitterRoot Bus Staff will determine if the area is considered safe. If the area is in an unsafe condition, your ride could be cancelled due to the location making it risky for the driver and passenger.

### **Scheduling Rides:**

The BitterRoot Bus dispatch will do their very best to accommodate your desired pick up and drop off times. However, due to our ride schedule filling up sometimes several days in advance, the day you are requesting might be full or that time slot might already be full, and you may have to negotiate up to 30 minutes either way for us to be able to arrange a ride.

Rides are scheduled on demand by calling into dispatch to request rides, call (406) 363-7484 during business hours between 8:00 AM – 12:00 PM and 1:00PM - 4:00 PM Monday- Friday. **DO NOT** attempt to schedule rides during lunch, weekends or closed Holidays, the messages will not be accepted.

Weekly riders must have the following week scheduled no later than the Friday before 2:00 PM. If the next week appointments are not confirmed the week prior, you risk losing your ride.

BitterRoot Bus is NOT a TAXI, in that sense that drivers will not wait for the passenger for a quick run into any business or building. To be able to accommodate everyone needing rides in a day you will be asked to be at your stop for at least 15 minutes.

Give the dispatch the time of your appointment, not when you want to be picked up. The Driver will fact-in travel time to get you to your appointment on time.

If you need an extra stop, it needs to be scheduled with dispatch at the time of scheduling. Extra last-minute stops that are not previously schedule will not be allowed, except for a pharmacy stop after a medical appointment. Extra stops within Hamilton will cost \$1.00 extra.

We travel to Missoula on Mondays, Wednesdays and Fridays start loading at 8:15 am and travel north entering Missoula approximately 10:30 AM. Doctor appointments need to be scheduled between 11:00 AM and 2:00 PM. Riders are allotted 2 destinations during the day. Passengers will need to call dispatch to request a pickup and travel to second destinations. The second destinations will need to be scheduled with dispatch prior to the actual ride. Extra stops will add \$2.00/stop (with exception of a bathroom break during the valley drive AM/PM) The driver begins picking up clients starting at 3:00 PM and drive South between 4:15 PM and 5:00 PM.

We travel to Stevensville on Tuesdays and Thursdays. Picking up our first passenger at 8:15 AM and entering Stevensville by 9:00 AM. We then pick up Stevensville passengers and head back to Hamilton. At 2:00 PM we load and head back to Stevensville arriving around 2:45PM. We load Stevensville passenger and go back to Hamilton. No doctor appointments shall be made after 2:00PM.

We travel to Darby on Wednesdays. Picking up passengers at around 8:30AM and head back to Darby once all passengers are finished with their appointments. No doctor appointments shall be made after 2:00PM. It's best for all Darby riders to have appointments scheduled before 12:00PM if possible.

When calling to schedule a ride, please have all information ready ahead of time. The date, the time, the doctor, the clinic name or the name of other business or shopping to be requested. Keep the call as short a possible so the phone isn't tied up for "Will Call".

Inform the dispatch:

- Requesting door-to-door services
- Any special needs such as wheelchair, walker, or other mobility devices
- If you have a Personal Care Attendant (PCA) accompanying, you.
- If you have a service animal with you (The BitterRoot Bus Transportation Coordinator, LaNette, will need to be provided a medical letter from your
- doctor stating the animal is a service or companion animal, prior to scheduling.)
- Home Address, Phone Number
- If you're on Medicaid and if you call it in or if you would like us too.
- Medicaid transportation phone number 1-800-292-7114

If you lose or forget something in the vehicle, notify dispatch asap, as BitterRoot Bus is not responsible for lost or stolen items.

We are not liable for delays caused by accidents, bad roads, breakdowns, road construction, weather conditions and other conditions beyond our control.

### **Scheduling Pick Up Times:**

The dispatcher will do his/her best to schedule your ride at the times desired. Scheduling a round trip requires you giving the dispatcher the time you want to be at your destination and the time you want picked up to return home at the initial scheduling phone call. If you do not know when your appointment will be done or when you want picked up, it is referred to as a “Will Call”. During “Will Calls” you call the dispatch and let he/she know you are ready for pickup. Depending on where the BitterRoot Bus drivers are at this time, you should be prepared to wait a period until a driver becomes available. The majority of “Will Calls” are associated with medical appointments such as, Dental, Vision, Cardiology, Family Medicine, etc. To ensure that you reserve the spot on the schedule, please call as early as possible up to 6 weeks in advance. However, the Friday before the week of your appointment you will need to call dispatch before 2:00PM to confirm your ride/rides for the following week. If you do not call to confirm, you may lose your scheduled trip. If calling the day of to attempt to schedule a ride, be prepared for the time slots to be full.

### **Cancellations and “No-Show:**

If you are not able to make it to your scheduled ride for any reason, please call dispatch at (406) 363-7484 as soon as possible to cancel so that that space is freed up for another rider.

Scheduled rides should be cancelled 24 hours in advance if possible. Understanding things arise at the last minute, the day of will be accepted, unless it is within 30 minutes of your scheduled ride inside city limits or 1 hour outside of city limits, which then you will be charged for the ride plus an extra \$2.00 on your next ride.

***Excessive “No Shows” can result in a temporary suspension from The BitterRoot Bus.*** The BitterRoot Bus staff will review “No Shows” on a case-by-case basis. If you feel that you have been suspended from our service unfairly, you may send a letter of appeal to:

Transportation Coordinator – BitterRoot Bus  
310 Old Corvallis Rd.  
Hamilton, MT . 59840

A “No Show” consists of:

- Failing to cancel your ride before your bus arrives to load.
- Failing to meet the bus at your designated pick-up location.
- Failing to be ready to load within 3 minutes of your scheduled pick-up time.

### **Passengers Using a Wheelchair:**

Steps:

BitterRoot Bus Drivers will not assist passengers using wheelchairs up or down steps. Passengers will need to make the necessary arrangements prior to scheduling a ride for this type of assistance from someone else than the driver.

Ramps:

For the safety of our passengers and drivers, a wheelchair passenger will need to schedule assistance up and down the ramp with someone other than our drivers.

Unless...

The ramp complies with the standards for ramps identified in the ADA accessibility Guidelines for Buildings and Facilities regulations (i.e. Appendix A to Part 37 of the ADA). (in general, these standards mean that the ramp cannot exceed twelve (12) inches of length for every inch of increase in height; there are also some requirements about the type of surface, landings, and handrails in some circumstances, etc.) A summary of those ramp regulations is available upon request. A BitterRoot Bus staff person will need to examine the ramp with regards to its compliance prior to the first BitterRoot Bus use of such ramp. Prior to scheduling the first ride, please request an examination of the ramp. Otherwise, only curb-to-curb service will be provided at the location.

### **Maximum Size of Wheelchair or Mobility Aid:**

A wheelchair is a mobility aide belonging to any class of three (3) or four (4) wheeled devices, usable indoors, design for and used by individuals with mobility impairments, whether operated manually or powered. A “common wheelchair” is such a device which does not exceed thirty (30) inches in width and forty-eight (48) inches in length measured two (2) inches above the ground and does not weigh more than six hundred (600) pounds when occupied.

- Passengers must be in an upright and sitting position for transport.
- 
- All wheelchairs and scooters must be in a safe operating condition, including handgrips, locking brakes, inflated tires, electric controls, etc... and should have footrests to safeguard passenger’s feet while being wheeled to and from the vehicle, if applicable. Electric wheelchairs must be able to be safely operated by you. BitterRoot Bus drivers are not allowed to control your electric chair.

### **Personal Care Attendants:**

You may have a Personal Care Attendant (PCA) accompany you on the bus for you to safely complete your ride. A Personal Care Attendant is of no charge.

BitterRoot Bus may request that passengers be accompanied by a Personal Care Attendant (PCA) for safety reasonings.

BitterRoot Bus is for non-emergency purposes only. BitterRoot Bus is not an ambulance, we **DO NOT** transport persons with true medical emergencies to the emergency room. We also do not transport person who have been under general anesthesia for any procedure at any time. We will transport within 24 hours of the person waking up from anesthesia.

### **Fares:**

BitterRoot fares differ from location, destination, age, disabled, etc. Please call dispatch to confirm the exact cost of your ride.

The BitterRoot Bus WILL NOT accept loose change for payment. Payment needs to be paid in paper cash (exact change) or a check (written to The BitterRoot Bus) to the driver PRIOR to your ride. We will not give rides to clients who request to pay on the return trip. Riders must have payment ready before loading on first trip or

your ride will be cancelled that day. We will not wait for the rider to find the payment as we are on a tight schedule and that would inconvenience the next scheduled rider.

### **General Ridership Policy:**

- No food or drink in containers (except for water to Missoula), E-cigarettes or smoking allowed on the bus. Spillage sometimes occurs, drivers do not have the time to clean a mess up.
- Small pets are allowed if kenneled or have given BitterRoot Transportation Coordinator medical proof of the Service animal.
- Riders must keep their pathways to their homes free of snow, ice, and other debris.
- You are not allowed to change your destination or pick up times while on board unless calling dispatch first and discussing the reason for the change. Dispatch will make the call if the change is acceptable or not. Drivers are not allowed to change anything concerning your ride. All changes must be approved by dispatch.
- Passengers using supplemental oxygen, the tank must be portable, i.e. the passenger must be able to carry the tank into the vehicle by themselves or have it securely fastened to their mobility aide, If the passenger is in a wheelchair the tank should be attached to the wheelchair. Once onboard, the portable oxygen tank must ride in a safe location securely fastened by the driver at their discretion.
- All passengers must wear seatbelts and stay seated until the bus comes to a complete stop and the doors open.
- Passengers must load, be seated and seat belted in as quickly as possible as the bus driver is on a set schedule to accommodate other riders.
- All passengers using a wheelchair or scooter must use the restraint system that is used to secure the wheelchair or scooter to the floor of the vehicle, including a shoulder and lap belt as provided.
- The number of bags or packages a passenger may have along is limited to the number packages the passenger can safely carry without any assistance. No large boxes are allowed. If it's too heavy for you, don't buy it. Shopping carts, wagons, etc. are NOT allowed on the bus. Packages/boxes must not block the bus isle or an Exit and be able to be safely secured. This will be determined by the driver.



### **Service Animals:**

Service animals are welcomed. The passenger must have full control of his/her service animal at all times as to not disrupt other passengers, the driver or effect the schedule in any way. The service animal must be cleanly groomed and handled in such a manner that is not offensive to the other passengers or driver. The offending passenger may be asked to leave the bus. The BitterRoot staff will not assume any responsibility for the service animal.

A companion animal is not considered to be a service animal. A service animal must be trained to help with the owner's disability.

**When scheduling, please indicate if you will be having a service animal accompany you.**

### **Disruptive Passengers:**

The BitterRoot Bus may suspend or refuse service to any individual whose behavior and/or actions are deemed violent, disruptive, verbally abusive, illegal and/or cause interruption to the other passengers, the driver, or our dispatch services. Passengers on board who are asked to stop any such behavior can be asked to unload from our bus and will do so at the discretion of the driver/dispatcher on-duty at the nearest safe location. We will NOT transport any passenger who is under the influence of drugs or alcohol.

Passenger will be required to arrange and if necessary, pay for alternative mode of transportation. If the unloading directive is not complied with, the driver will contact dispatch to summons authorities to the scene to have disruptive passenger(s) removed from our bus/van.

Dispatchers will be allowed to end any calls that are deemed disruptive and/or verbally abusive to a Ravalli County employee. Dispatchers can cease any such calls at any time.

## **SUSPENSION POLICY**

### **Policy Statement:**

The BitterRoot Bus is concerned about the security and safety of the traveling public, the transit operators, and the ADA vehicles. The Federal Transit Administration (FTA) Americans with Disabilities Act (ADA) provides guidance that permits transit agencies to suspend passengers who “establish a pattern or practice of missing scheduled trips” after providing the passenger due process. A “pattern or practice” involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. “The regulations and guidance expressly authorize a public transit agency to refuse or suspend service to a passenger if he/she engages in conduct that is “violent, seriously disruptive, or illegal.”

This policy establishes the determination, procedure and length of disciplinary actions that will include everything from service refusals to permanent suspension.

### **Service Refusals:**

Service refusal is the act of the agency, driver or dispatcher refusing a ride to a passenger. In most cases, this is a decision made at the scene of a pickup where the passenger is not complying with the Passenger Code of Conduct. For example, a passenger is trying to board with an uncontained dog and did not declare it while scheduling with dispatch or A passenger is attempting to board while clearly being intoxicated with drugs or alcohol, or a passenger’s attitude is deemed out of control and unsafe to the other passenger and driver.

The driver must immediately notify dispatch of the service refusal and the reason(s) for his/her decision. The service refusal must be recorded in a written format, based on articulable and documentable reasons. Service refusals may not be used as a substitute for a service suspension. Behavior occurring repeatedly will be reviewed and addressed in accordance with the guidelines for service suspensions. Service suspensions cannot be used as a n excuse to refuse rides for clients who tend to be difficult or offensive. For example, if the driver does not like a particular passenger, the driver may not refuse service based on that fact.

Service refusal may be assessed as No-Show or Late cancellation, which may lead to suspensions. Repeated problematic behavior may also lead to suspensions.

## **Suspension Procedures:**

The suspension procedures cover the steps in which The BitterRoot bus will investigate, determine the severity of the situation and the appropriate disciplinary action that is needed to correct inappropriate behavior. In most cases, the passenger will be given verbal and written warnings and the passenger will be given the opportunity to correct the behavior before disciplinary actions are used. In some cases, such as severe violence discussed in “Exceptional Behavior” below, no warning will be given before the passenger is removed and/or permanently suspended from service.

In making this determination, the cause of the conduct will be considered; for example, if information is brought forward indicating the customer’s conduct is asserted to be involuntary due to disability. In such circumstances, the relationship of the disability condition to the conduct at issue must be considered.

If the available information shows the conduct is involuntary and caused by the customer’s disability, we must consider whether the conduct is such that some reasonable modification would enable the individual to use the service.

If reasonable modification is not possible, or if the conduct is not involuntary or caused by the customer’s disability, reasonable modification would not be required. If appropriate, continued use of transit service is conditional upon the customer’s compliance with policies and procedures reasonably calculated to ensure the safety of the customer, other passengers, and staff.

If a passenger receives a 30-day suspension letter. From the date on the letter until 30 days after will be the earliest the passengers may call dispatch to begin rescheduling rides. The second suspension letter will accrue 60 days suspension. The third offense the passenger will be suspended indefinitely.

## ***DEFINITIONS:***

### **DELAYING SERVICE:**

Isolated instances or demonstrated behaviors causing service disruption, i.e., that result in the bus operator having to interrupt service for a significant time or having to put the vehicle out of service, preventing pick-up or drop off other customers, or actions that have a similarly disruptive effect on service. Such behavior includes but is not limited to:

- Continuous shouting, screaming, banging the windows, upsetting other passengers, causing other passengers to engage in seriously disruptive conduct.
- Opening emergency windows or ceiling hatch.

- Demonstrated pattern of uncontained incontinence biohazard
- Excessive cancellations, excessive carry-on items, fare evasion and endangerment of public health.
- Not cooperating with the driver or following transit policies that lead to a delay in service.

#### **INSUFFICIENT REASONS TO SUPPORT SUSPENSION:**

There is not sufficient reason to suspend a passenger's service when they display isolated incidents, rather than a pattern of behavior, of:

- Abusive or profane outbursts.
- Language or comments that are offensive, annoying, or embarrassing to The BitterRot Bus operators or staff.
- Refusal to follow The BitterRoot Bus guidelines pertaining to carry on items.

#### **ILLEGAL:**

Isolated instances or a demonstrated pattern of unlawful behavior, such as possession of drugs or an open container of alcohol, smoking, exposing oneself, urination in the GET My Ride vehicles, sexual harassment of GET My Ride passenger or employees and any other illegal behavior.

#### **FAILURE TO CONTACT:**

A failure to contact is when the passenger does not have their current contact information listed with the dispatch office or are refusing contact. The dispatcher will try to contact the passenger no less than 3 times over 2 consecutive days. If contact is not made, the dispatch office will temporarily suspend trips until contact is made. If the contact fails for 5 business days, all trips and subscriptions will be canceled.

#### **NO-SHOWS AND LATE CANCELLATIONS:**

Must be a documented pattern or practice of not canceling in advance, and/or not being present to take trips scheduled by the passenger. Please see the No-Show and Late Cancellations Policy.

**VIOLENT:**

Physical actions toward operators or other passengers, such as striking, biting, kicking, and spitting. Causing damage to vehicles such as tearing seats, breaking windows, breaking seatbelts, removing, or disabling equipment and similar conduct. Touching a fellow passenger or the driver inappropriately, including sexual behavior.

**SERIOUSLY DISRUPTIVE:**

Demonstrated pattern of no-shows. Note that under the ADA, no-shows are expressly mentioned as a basis for refusing or suspending demand response service. Demonstrated pattern of refusal to travel safely, such as:

- Refusing to abide by the Passenger Code of Conduct.
- Not following basic instructions of the driver or arguing with the driver.
- Refusing to remain seated, seat belted, in an upright position with feet on the floor, refusal to have a mobility device secured.
- Throwing items, talking too loudly, interrupting others, and playing media without personal hearing devices.
- Speaking inappropriately to a fellow passenger or the driver, such as sexually explicit content.

**PROVISIONAL DENIAL OF SERVICE:**

Provisional denial of service is the act of denying rides to a passenger based on legitimate safety concerns or inability to perform the service. These are provisional because if modifications can be made to the reason for denial, the passenger would be able to begin or resume service. The following are examples, but not an exhaustive list, of legitimate safety concerns:

- A mobility device that, with the combined weight of the device and rider, exceeds the weight capacity of the lift or would block the aisle.
- A mobility device that cannot fit on the lift.
- Property that has an unsafe pathway, unrestrained animals, or other safety concerns.
- Property that does not have a safe egress, ingress, driveway, or ramps for passengers with mobility devices.
- A residence is outside the service area or accessed by unmaintained roads that would cause safety risks for the passengers, drivers, or vehicles.
- The passenger is not or becomes incapable of traveling without assistance

**INVESTIGATION:**

The BitterRoot Bus Transit Coordinator or designee will investigate the safety conditions in question, including taking pictures, conducting interviews with witnesses, visiting a property in question, taking pictures or videos, and other means to compile enough evidence to decide.

The BitterRoot Bus County Transit Coordinator or designee will investigate the pattern of behavior or misconduct to the extent practicable to determine the facts of the events giving rise to the report. If the investigation confirms that the conduct is valid, then the investigator must determine if the conduct meets the criteria of violent, seriously disruptive, or illegal.

**WRITTEN DOCUMENTATION:**

The documentation collected through the investigation will be compiled into a report. The passenger will be notified of the determination along with the report.

**REINSTATEMENT:**

The passenger will be given the opportunity to take corrective action. If possible, the service will begin or be reinstated. For example, if the path of travel that was unsafe is cleaned up or an animal is restrained, the service may be reinstated.

**WARNING:**

Generally, a service suspension will be implemented only after the passenger has been given at least one written warning regarding the conduct or behavior for which a service suspension is contemplated, unless it falls under “exceptional conduct”.

The written warning describes the behavior or conduct that needs to be corrected, including the time, date, location, and any other relevant facts. It will include a description of the conduct expected or the modification offered or required as a condition of continuing to ride with The BitterRoot Bus.

If the warning is a verbal discussion with the passenger or their representative, it will be followed up with a written report and kept on file. The passenger will receive a copy. Written warnings may take the form of a physical mailed copy, electronic email and/or text messages.

**NOTICE OF SUSPENSION:**

A Notice of Suspension must be in writing, even when discussed verbally with the passenger. The notice must include a description of the behavior(s) and a record of the warnings that have taken place previously. The description will include the specifics of the behavior, including the date, time, location, and other relevant facts. The notice will include the beginning and ending date of the suspension.

**DURATION OF SUSPENSION:**

The duration of suspension will be set at a 30-day for the 1st suspension, 60-day for the 2<sup>nd</sup> suspension and indefinitely after the 3<sup>rd</sup> suspension.

**EXCEPTIONAL CONDUCT:**

Conduct that inflicts serious harm on another passenger or on The BitterRoot Bus employee(s), that results in serious damage to The BitterRoot Bus property, and/or creates an immediate actual risk to safety, may warrant immediate suspension of service without a warning and permanent suspension from the service.

As soon as possible following a violation of a suspension for exceptional conduct, the customer will be advised in writing of the basis for the suspension, including a description of the behavior or conduct involved, the time, date and location of the conduct and any other relevant facts.

A suspension for exceptional conduct will be based on a behavior that is extreme or violent. A suspension given under these circumstances will be the exception, not the rule, and will be used sparingly to address only the most severe and immediately dangerous or threatening actions.

**APPEALING A SUSPENSION:**

You have the right to appeal a suspension. Please contact The Transit Coordinator of The BitterRoot Bus, LaNette Moore, for a complaint form, fill out and mail to:

**MDT Office of Civil Rights**

**2701 Prospect Avenue, PO BOX 201001**

**Helena, MT. 59620-1001**

Or call (406) 444-5534

**Gratuity:**

The BitterRoot Bus is a non-profit organization, therefore we cannot except any gratuity cash/gifts. However, our staff does extremely appreciate verbal appreciation.

**Donations:**

We accept donations. Any donations are highly valued. Please make check/money payable to BitterRoot Bus and write “BB Donation” in memo):

BitterRoot Bus

310 Old Corvallis Rd.

Hamilton, Montana 59840

**Holidays / Closures:**

The BitterRoot Bus will not operate on the following holidays.

**New Year’s Day (January 1)**

**Martin Luther King, Jr. (3<sup>rd</sup> Monday in January)**

**President’s Day (3<sup>rd</sup> Monday in February)**

**Memorial Day (last Monday in May)**

**Independence Day (July 4<sup>th</sup>)**

**Labor Day (1<sup>st</sup> Monday in September)**

**Thanksgiving Day (4<sup>th</sup> Thursday in November)**

**Black Friday (day after Thanksgiving)**

**Christmas Eve (December 24)**

**Christmas Day (December 25)**

**Any holiday falling on a Saturday, we will be closed the previous Friday. Any holiday falling on Sunday, we will be closed the following Monday.**



**BITTERROOT BUS POLICIES AND PROCEDURES**

Sign, date and return this portion of the form to BitterRoot Bus, that you have read and understand the policies and procedures. Please retain the other pages of the form for reference purposes.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Thank you  
LaNette Moore, Transportation Coordinator.

**BITTERROOT BUS WAIVER FORM**

If you request special assistance from our drivers to help with buckling or unbuckling your seat belt or need our driver to physically assist you into or out of our bus/van, please be specific in the space below on what your special needs are. Sign, date and return this portion along with the BitterRoot Bus Policy and Procedure Signature form.

Our Transportation Coordinator will discuss these requests further with you when you call to schedule your ride.

Please retain the other pages of the form for reference purposes.

Special request:

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Signature

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Date

Thank you  
LaNette Moore, Transportation Coordinator.

