

## Shuttle Operating Rules and Code of Conduct

This free shuttle is for independent riders living at Meadowmark, Oakwood Senior Apartments, and Reyn Rock. Departure times and destinations are fixed; riders are responsible for managing their time and schedules. Riders must be able to board and off-board by themselves. By boarding and riding the shuttle, you acknowledge and agree that you do so at your own risk. You accept full responsibility for your safety and belongings while on board. The owner/operator of this vehicle/shuttle is not liable for any injury, loss, or damage arising from your boarding or riding this vehicle, including while the vehicle is parked or operating, to the fullest extent permitted by law. You also agree to abide by these Operating Rules and Code of Conduct. The Shuttle Operating Rules and Code of Conduct are subject to change. By boarding and riding the vehicle, you agree to be up to date with the most current version of this document. Aging Resources of Douglas County reserves the right to refuse service to any rider for any reason.

1. **Board Safely** – Wait for the shuttle to come to a complete stop before boarding or exiting. Use handrails when available.
2. **Follow Driver Instructions** – The driver is responsible for everyone’s safety; please comply with all requests and instructions.
3. **Schedule** – The shuttle operates on a strict time schedule, so there is limited time for boarding and exiting the vehicle. The driver will not wait past the scheduled departure time at each stop.
4. **Stay Seated** – Remain seated while the shuttle is moving.
5. **Keep Aisles Clear** – Store personal items on your lap or under your seat.
6. **Bag Limit** – Each rider is limited to two bags and a personal item that must fit on or under their seat.
7. **Respect Capacity Limits** – The shuttle will not move until all riders are safely seated and belted. Not all riders may be accommodated on any given trip due to van capacity. The driver has sole discretion in determining if capacity limits have been met.
8. **No Eating, Drinking, or Smoking** – For cleanliness and safety, please refrain from consuming food or beverages (unless medically necessary).
9. **Rider Comfort**– Keep conversations and device volumes at a respectful level and wear headphones when possible.
10. **Respect Others** – Be courteous to the driver and fellow riders. Refrain from disruptive or unsafe behavior.
11. **No Hazardous Items** – Weapons and firearms (whether open or concealed), flammable materials, or dangerous objects are prohibited.
12. **Report Issues** – Inform the driver immediately of spills, safety concerns, or concerning behavior.
13. **Inclement Weather** – ARDC reserves the right to cancel the shuttle, with or without notice, at any time due to inclement weather, driver capacity, or rider safety.
14. **Service Animals** – Only service animals are allowed on the shuttle. No pets or emotional support animals are allowed at any time.
15. **ADA** – The shuttle is not suitable for all riders. Accommodation requests must be made by calling ARDC’s main office at 303-814-4300.
16. **Residents Only** – This shuttle is for the residents of Meadowmark, Oakwood, and Reyn Rock.