



PASSENGER SERVICE POLICY

- All appointments must be scheduled through the Buzzline app, buzzlinemicro.com, or by calling 919-776-7201.
- Scheduling from November 12, 2025, through December 1, 2025:
 - Monday through Friday – Trip scheduling begins at 6AM.
No rides accepted after 5PM.
 - Trips may be scheduled in advance by calling 919-776-7201.
- Scheduling after December 1, 2025:
 - Monday through Friday – Trip scheduling begins at 6AM.
No rides accepted after 7PM.
 - Weekends – Trip scheduling begins at 7AM.
No rides accepted after 6PM.
 - Trips may be scheduled in advance by calling 919-776-7201.
- Passengers will be picked up and dropped off at the locations selected at the time of booking. Locations cannot be amended once the ride is in progress. To choose a different location, the ride must be canceled and rebooked.
- Cancellations must be made by phone at 919-776-7201. Rides cannot be canceled within one hour of the scheduled pickup time.
- Passengers must be age 16 or older to ride alone. Anyone under age 16 must be accompanied by a parent or guardian.
- Car seats must be provided and secured by the passengers. In North Carolina, children must be secured in a car seat or booster seat until they are 8 years old or 80 pounds, whichever comes first.



- Passengers must be ready when the vehicle arrives for pickup. The driver may wait (2) two minutes for a mobile passenger and (5) five minutes for ADA passengers. If a passenger is not ready within the time limits, the driver will leave, and the passenger will be documented as a “no show.”
- Passengers who “no show” when the vehicle arrives will be responsible for the payment of the fare before they are allowed to schedule another ride.
- Drivers may assist passengers in getting on or off the vehicle if necessary. Drivers may not go inside a home, facility, day care, school, business, etc., with a passenger.
- Passengers who bring items onto the vehicle must maintain possession of those items either in their seats or under their feet. No items should be in the aisle, walkway, or additional seats of the vehicle. Passengers must take all items with them when they exit.
- Passengers should only bring onto the vehicle as many packages as they can carry in one trip. The driver is not responsible for assisting with packages.
- Certified service animals only are allowed on vehicles. No other pets including emotional support animals are allowed.
- All passengers must wear seat belts. Passengers will be denied transportation services if they choose not to abide by the seat belt policy.
- No vehicle will move until all passengers have been properly restrained with seat belts or ADA-compliant securement. Riders should ask drivers if help is needed.
- A passenger’s right to transportation can be terminated by the transportation system due to misconduct of the passenger.



PASSENGER CODE OF CONDUCT

- Passengers must be properly dressed so as not to expose any part of their body that would be considered offensive to the driver or other passengers. A shirt and shoes must be worn at all times.
- Passengers must practice good personal hygiene before boarding the vehicle.
- Passengers are not permitted to eat, drink, smoke, vape, use electronic cigarettes, or use any other tobacco products on any vehicle.
- Passengers are allowed to take phone calls but should turn off speaker phone and speak at a low volume.
- Passengers may use audio devices but must use earphones and maintain a low volume that does not disturb other passengers or the driver.
- Disruptive, unruly, or abusive behavior to other passengers or the driver will not be tolerated.
- No littering or creating unsanitary conditions for other passengers or the driver.
- No profanity or vulgarity is allowed while on board the vehicle.
- No weapons (knives or firearms) will be allowed on the vehicle.
- No sexual activity or inappropriate display of affection is permitted.
- Buzzline reserves the right to refuse transportation to any passenger who appears to be intoxicated or under the influence of drugs.



Procedures for violations of these rules:

A passenger's right to transportation can be terminated due to misconduct of the passenger.

First incident: Passengers whose behavior disrupts the driver, or other passengers will be spoken to privately by the director. The director will state why the behavior is objectionable and the steps the passenger must take to correct the behavior.

Second incident: If the passenger continues to be disruptive, the Director will provide a written warning explaining why the behavior is objectionable. The warning will also state the steps the passenger must take to correct the behavior.

In addition, the written warning will indicate that the rider's privileges to use the transportation system are suspended for 30 days.

Third incident: If third incident occurs, transportation privileges could be permanently suspended.

Buzzline reserves the right to exceed the above violation procedures, including calling the police and having a disruptive passenger removed, should it become necessary for the safety of the driver and/or other passengers.

Also, Buzzline reserves the right to forego the warning policy and automatically suspend a passenger upon a first incident violation.