

Community Services Standards for TigerTransit

Expectations for our staff

Drivers are to treat all passengers in a professional manner. Drivers are to respond to customer questions with courtesy, accurate information and be knowledgeable of all “TigerTransit” routes.

Adherence to Schedules

1. Drivers are to be thoroughly familiar with all routes and schedules.
2. Drivers are not to make unauthorized stops. Drivers are to stop only at University approved and authorized stops.
3. Drivers will operate buses to serve on-demand route segments as directed by the dispatcher or service supervisor; passengers will make such requests by contacting the designated service provider phone number or email address.
4. Drivers are not to take unauthorized breaks.
5. Drivers will announce all stops.
6. Drivers are not to leave stops early.

Professional Behavior

1. Drivers are not to use cell phones, with or without hands-free devices, while on duty.
2. Drivers are to maintain a clean driving area, with no newspapers on the dash or shoved into the window areas.
3. Drivers are to maintain a neat, uniformed appearance at all times.
4. Drivers are to drive with correct destination signs on all parts of the bus at all times.
5. Drivers are to treat passengers with courtesy, respect, and professionalism at all times.
6. Drivers are not to use earphones or listen to radios while operating buses.
7. Drivers’ names are to be displayed at all times.

Expectations for our passengers

Passengers are asked to treat drivers and other passengers in a respectful manner. Passengers may ask drivers questions but are asked to refrain from conducting long conversations or direct confrontations with drivers. Passengers are asked to contact the Steven Skoler, with any compliments or concerns: steven.skoler@firstgroup.com.

General Rules for Passengers

1. Passengers are asked not to request unauthorized stops.
2. Passengers are to be seated while the bus is in motion; standing is not permitted unless the vehicle is equipped with handrails.
3. Passengers are to identify themselves if requested by the driver.
4. No solicitation by passengers is permitted.

5. No animals are permitted on buses, except service animals.
6. Passengers under the influence of any intoxicant or narcotic that endangers the safety of the driver, other passengers, or bus equipment will not be permitted on the bus or may be asked to leave the bus.
7. No smoking, eating, or drinking on the buses.
8. No boisterous language, profanity, or incivility on buses.
9. No playing of audio-visual devices, unless earphones are used.
10. No roller blades or bare feet allowed on the bus.
11. No weapons or illegal substances are allowed on the bus.