



**STAR Transit
Rider's Policy Guide
Effective
June 8, 2026**

TABLE OF CONTENTS

INTRODUCTION.....3

SERVICES.....3

SERVICE HOURS.....4

HOLIDAYS..... 4

FARES - 5

NORMAL RISKS OF PUBLIC TRANSPORTATION.....6

PERSONAL CARE ATTENDANTS AND COMPANIONS 6

SERVICE ANIMALS 6

WHEELCHAIRS AND MOBILITY DEVICES.....7

DRIVER ASSISTANCE7

GENERAL RIDERSHIP POLICIES8

EXTREME WEATHER CONDITIONS8

PERSONAL ITEMS ON BUS.....9

RIDERS’ CODE OF CONDUCT9

RIGHT TO REFUSE SERVICE.....10

DRIVER’S CODE OF CONDUCT.....10

STATEMENT OF RIGHTS11

INTRODUCTION

Star Transit (STAR) provides public transportation within Sweetwater County, Wyoming.

STAR's goal is to make our transit system accessible and convenient for everyone. All of STAR's buses are lift-equipped, making them accessible for people who use a mobility device or cannot climb stairs. Our drivers receive special training in assisting people with disabilities.

Services

Door-to-Door Service

The Door-to-Door service will take you from the door of your origin to the door of your destination. In some areas (apartment complexes, trailer courts, etc) you may be asked to go to a designated area to board the bus, such as in front of a main office or at a central mailboxes area. This is to improve efficiency and keep rider schedules. At no time may STAR drivers help individuals beyond the door. Door-to-Door service requires reservations to be made at least 24 hours in advance.

Stop-to-Stop Service

You may choose to ride from one bus stop to another bus stop. Rides must be scheduled in advance with at least 24 hour notice just like the Door-to-Door rides. If you choose to go directly to the door on one part of your trip, the ride will be considered Door-to-Door and will be \$2.00.

If you are a new rider, you are encouraged to call the STAR office and speak with a dispatcher. The dispatchers will be able to tell you if there is a stop close to your home and destination.

For Both Door-to-Door and Stop-to-Stop Services

Expect shared-ride service. Others may be picked up after you or dropped off before you reach your destination. Both services require reservations to be made 24 hours in advance.

SERVICE HOURS

STAR's Door-to-Door service and Stop-to Stop service days are Monday through Friday. Trips can be scheduled from 7:00 a.m. until 5:00 p.m. Trips must be scheduled at least 24 hours in advance of the appointment time and no trips may be scheduled after 5:00 p.m. the day before the appointment. No service is provided on Saturdays and Sundays or on holidays.

HOLIDAYS

No service is provided and the office is closed on the following holidays:

- *New Year's Day
- *Memorial Day
- *Independence Day
- *Labor Day
- *Thanksgiving
- *Friday after Thanksgiving
- *Christmas Eve
- *Christmas Day

Office closures will depend on whether the holiday falls on a weekday or a weekend. Please call the office or look on the website to check the year-to-year closures.

FARES

Door- to- Door Fares

<u>Adults/Youth Over 10 years</u>	<u>\$2.00</u>
<u>Seniors (60+)</u>	<u>\$0.00</u>
<u>Children Under 10 with Adult (up to 2 children)</u>	<u>\$0.00</u>
<u>Each Additional Child</u>	<u>\$1.00</u>

Stop-to-Stop Fares

<u>Adults/Youth Over 10 years</u>	<u>\$1.00</u>
<u>Seniors (60+)</u>	<u>\$0.00</u>
<u>Children Under 10 with Adult (up to 2 children)</u>	<u>\$0.00</u>
<u>Each Additional Child</u>	<u>\$.50</u>

Monthly Passes

Adults/Youth over 10 door-to-door \$75.00

Punch Cards (6 punches/card, valid in zone 1) \$ 5.00

Door-to-door is 2 punches/ride, Stop-to-Stop 1 punch/ride

STAR's goal is to provide safe, comfortable public transportation to all of our clients. The following policies apply to STAR's Door-to-Door service and Stop-to-Stop service.

NORMAL RISKS OF PUBLIC TRANSPORTATION

Any person who rides onboard a STAR vehicle is deemed to have accepted the normal risks that may be encountered when traveling onboard a public vehicle. STAR staff members do their utmost to operate in a safe and professional manner at all times. Passengers are reminded that sudden stops may occur without warning.

Passengers shall remain seated while vehicle is in motion.

Passengers are strongly encouraged to use seat belts, especially when riding in the first row of the vehicles.

If you have any questions on this handbook or our services, please call STAR at 382-7827 or 875-7827.

PERSONAL CARE ATTENDANTS AND COMPANIONS

If you require the assistance of a personal care attendant, the attendant travels with you at no charge. At the time of scheduling a ride, please indicate if you will have a personal care attendant with you. The attendant must get on and get off at the same location you do.

You may be accompanied by one or more companions. Companions will pay the same fare as the ADA eligible rider. At the time of scheduling a ride, please indicate if a companion will accompany you. Companions must get on and get off at the same location you do.

SERVICE ANIMALS

A "service animal" is any guide dog, signal dog or any other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. (28 CFR §36.104)

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Service animals may not occupy a seat. Drivers cannot and will not assume any responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you.

WHEELCHAIRS AND MOBILITY DEVICES

In accordance with the ADA, STAR vehicles are designed to accommodate mobility devices that, when measured two inches off the ground are not more than thirty inches wide and forty-eight inches long and must not exceed the weight capacity of the lift (with rider). Please call STAR for an evaluation to determine whether we can accommodate your mobility device. Passengers must be in an upright sitting position for transport. All mobility devices must be in safe operating condition.

DRIVER ASSISTANCE

STAR drivers are specially trained to assist you. Drivers will:

- Deploy lifts and ramps for persons using mobility devices and those without mobility devices who cannot navigate the bus steps, upon request.
- Secure passengers using mobility devices.

To ensure your safety and the safety of our drivers, STAR has the following restrictions:

- Children under 10 are not allowed to ride the bus alone
- Drivers will not come into your home to assist you
- Drivers will not assist passengers using wheelchairs up or down steps. Please arrange for someone else to assist you.
- Drivers will not carry packages.
- Drivers will not dress passengers.
- Drivers will not search a passenger's body for the appropriate fare or ticket
- Drivers will not clear pathways of ice, snow, or other barriers

GENERAL RIDERSHIP POLICIES

STAR has established the following general ridership policies :

- If a passenger uses oxygen, the tank must be portable, i.e., the passenger must be able to carry the tank into the vehicle themselves. If the passenger is in a wheelchair, the tank must be attached to the wheelchair. Once onboard, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, in front of the passenger on the floor between seats, or on the floor behind the modesty panel.
- Child restraints must be used.
- Parents with infants must bring their own infant car seat and secure the infant while on the vehicle.
- Strollers, grocery carts and walkers must be folded and stored out of the aisles.
- Children may not remain in strollers during vehicle movement.
- All passengers utilizing a wheelchair or scooter must use the restraint system that is available to secure the wheelchair or scooter to the floor of the vehicle.
- **The number of items a passenger can bring aboard the bus is limited to the number of items that the passenger can carry onto the bus in one trip- not to exceed 4 large grocery bags and no more than 50 lbs. Customers with more than these amounts will not be permitted on the bus and all groceries must be secured.**
- Large items such as furniture, etc. are not permitted on STAR busses.

EXTREME WEATHER CONDITIONS

In the event of extreme weather conditions which make travel unsafe, STAR may cancel service. This announcement is made public through local media. STAR will do its best to contact riders scheduled for the day or cancelled time, but please check STAR's Facebook page for notifications, as this is the only place this will be posted.

PERSONAL ITEMS LEFT ON BUS

STAR is not responsible for any personal items left behind on the bus. Riders should carefully check the area around them to be sure that they have all that they carried onto the bus.

RIDERS' CODE OF CONDUCT

A rider on the STAR system will be expected to:

- Wear a shirt and shoes at all times;
- Have exact change ready as the driver cannot make change or refund any money;
- Refrain from smoking, eating or drinking on the bus and have all drinks and food contained in spill-proof containers;
- Use electronic devices, such as a radio or phone (for media) only with headphones as long as the sound is not audible to others;
- Not distract the driver and stay behind the yellow line while the bus is in motion;
- Yield the seats in front of the vehicle for senior and disabled customers;
- Not board the bus with pets or animals with the exception of service animals which are trained to assist individuals with a disability as defined by the Americans with Disabilities Act (ADA);
- Not bring onboard the bus any article defined as a weapon;
- Stay clear of doorways and stairwells;
- Refrain from fighting, using vulgar, offensive or abusive language, pushing, shouting or participating in rough behavior;
- Remove children from strollers and fold down strollers;
- Not board the bus with any cart that cannot be folded or put between the seats;
- Not board the bus with restricted items including, but not limited to, used gasoline cans, car batteries, skateboards, scooters and skates (unless placed in a bag or container with wheels covered), tires or any object too large to fit between passenger seats;
- Keep aisle clear of grocery bags or other packages;
- Not interfere with the safe operation of the bus;

- Respect the instructions of the bus driver in regard to the vehicle's operation;
- Keep conversations between riders or on cell phones to a reasonable volume;
- Not occupy more than one seat;
- Not hang out, reach out or put anything out of STAR bus windows;
- Refrain from loitering, soliciting for contributions or distributing materials on STAR properties;
- Keep feet off the seats, off the back of the seats, off the bus walls;
- Remain seated while vehicle is in motion;
- Maintain a reasonable degree of personal hygiene and cleanliness
- Keep contact information with STAR current so that STAR may contact the rider in the event of delay or bus cancellations.

Although not required, **seat belt use is strongly recommended**, especially for passengers riding in the first row of the bus.

These rules are not intended to be complete. They serve as a guide only. **Violation may result in removal from the bus.**

RIGHT TO REFUSE SERVICE

STAR reserves the right to refuse service to anyone. Inappropriate behavior, language, or conduct toward any passenger or STAR employee will not be tolerated.

DRIVER'S CODE OF CONDUCT

Drivers are expected to:

- Treat customers with dignity and respect
- Make every effort to ensure every rider's safety and comfort
- Report riders who are making other riders feel uncomfortable or unsafe
- Contact dispatch if a disagreement with a customer occurs
- Maintain confidentiality of clients
- Contact dispatch if a customer is not at a pickup point to ensure that driver is at the correct location

STATEMENT OF RIGHTS

STAR Transit (STAR) is committed to ensuring that no person is excluded from participation in, or denied the benefits of, or be subject to discrimination in the receipt of its services on the basis of race, color, or national origin, or any other characteristics protected by law, including Title VI of the Civil Rights Act of 1964, as amended. Further, under the Americans with Disabilities Act (ADA) of 1990, no entity shall discriminate against an individual with a physical or mental disability in connection with the provision of transportation service. To obtain more information on STAR's nondiscrimination obligations or to file a complaint, contact STAR Transit, Attention Complaints, 1471 Dewar Drive, Suite 247, Rock Springs, WY 82901. For questions or further assistance, please contact STAR at (307) 382-7827. You may file a written complaint no later than 180 calendar days after the date of the alleged discrimination. Information on non-English alternative formats may be obtained from the STAR office.

*Document is available in accessible formats (e.g. large print, electronic) upon request.