

## How to Ride the Flex Route

### **Rider Tips**

- Be at the bus stop at least five minutes prior to the scheduled arrival time. Times are approximate and vary based on the number of riders, traffic, weather, etc.
- Stand and watch for the bus.
- When the bus has completely stopped, board the bus and pay your fare.
- Take your seat and fasten your seatbelt as soon as possible.
- YVEDDI buses have designated Priority Seating areas. These areas are for senior citizens or persons with disabilities. Please allow these passengers to sit in these areas when necessary.
- YVEDDI bus drivers will announce major intersections and stops to make it easier to know when your stop is approaching.
- Deviations from the flex route may be requested by calling 336.679.2071 and may be limited by the time available.

### **Passenger Code of Conduct**

- Shoes AND shirts are required when riding the bus.
- Profanity, abusive language and disruptive behavior are not allowed.
- Weapons are prohibited.
- Alcoholic beverages and smoking, including electronic devices are not allowed on board.
- Headphones are required while talking on cell phones, playing electronic games or listening to music.
- Do not carry open cans, bottles or food onto YVEDDI buses.
- Passengers are limited to the number of bags or packages that they can carry on their own.
- Children are not permitted to ride in strollers while on the bus. Strollers must be closed and secured during the trip.
- Mobility devices must be secured in the designated Priority Seating areas.
- Audio and video surveillance are in use for your safety.
- No items or conditions are permitted on the bus that may pose a health hazard for passengers or staff.

### **Lost and Found**

If you left something on the YVEDDI bus, please contact our Call center at 336.679.2071 during business hours. Unclaimed articles are discarded after 30 days.

### **Holiday Service**

There is no transit service on the following holidays: New Years Day, MLK Birthday, Good Friday, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving Day, Thanksgiving Friday, or Christmas Eve, Christmas Day, day after Christmas Day.

### **For More Information**

To find out the location and schedule for specific stops, call YVEDDI at 336.679.2071.

If you are unable to navigate the Flex route system, call 336.679.2071 to see if you qualify for the door-to-door service.

TDD 1.800.735.2962

This printed material will be provided in an alternative form upon request