

Passenger Requirements

Failure to abide by the following rules may result in trip denial.

1. Passenger must be identified by the driver viewing their Medicaid card.
2. Passenger must not be under the influence of alcohol or illegal drugs.
3. Passenger must be ready 15 minutes before scheduled pickup.
4. Passenger shall abide by signs in the vehicle: “No Use of Tobacco, Eating or Drinking,” and “All passengers shall use seat belts.”
5. Passenger shall wear a safety belt. Children shall abide by child restraint safety belt requirements.
6. Passenger is responsible for personal items.
7. Passenger shall not hold children in laps.
8. Passenger shall contact L.K.L.P./Gateway Transit 72 hours in advance for transportation. This notice requirement does not apply to urgent care trips.
9. Passenger shall contact L.K.L.P./Gateway Transit to cancel a trip as soon as possible.
10. Passenger shall abide by the “Service Recipient No Show Policy.”

