

COLUMBIA COUNTY PUBLIC TRANSIT PASSENGER POLICIES

PASSENGER BEHAVIOR

CC Transit recognizes its obligation to transport the public in a safe and efficient manner, and to provide a pleasant and clean atmosphere in which to ride. Accordingly, CC Transit has put into effect the following passenger behavior guidelines.

- No eating or drinking.
- No smoking.
- No spitting.
- No unruly, disruptive, unsafe or inappropriate behavior.
- No gambling.
- No foul language.
- No soliciting/loitering of any kind.
- No destruction of property, County or otherwise.
- No playing of radios, cd players, tape recorders, MP3 players, telephones or any other electronic devices so as to bother other passengers or the Bus Driver.
- Passengers must be fully clothed, meaning at least a torso-covering shirt, shorts, pants, or a dress, sandals, sneakers, or some other kind of footwear. No one will be allowed to ride shirtless, pantless, shoeless or dressed so as to reveal body parts so as to be offensive to other passengers or the Bus Driver.
- Passengers must pay the appropriate fare in order to ride.
- Passengers must show the proper pass in order to ride.

The Bus Driver will give one warning to a passenger who violates any of the above rules. If the passenger refuses to comply with the violated rule, the Bus Driver will contact dispatch and the supervisor on-duty will permit the Bus Driver to instruct the passenger to leave the bus. If the passenger refuses to leave, the Bus Driver will call dispatch, and the supervisor on-duty will call the appropriate agency to have that passenger removed.

WHAT PASSENGERS MAY AND MAY NOT BRING ONTO THE BUS

PASSENGERS MAY:

- Passengers may bring bags onto the bus, as long as the bags can fit between their feet, or on their lap in a manner which does not obstruct the aisle.
- Passengers may bring portable oxygen tanks onto the bus, as long as they can be restrained by the passenger in a manner which does not obstruct the aisle.
- Passengers may bring grocery pull carts onto the bus, as long as they can be collapsed and put under or between the passengers' feet in a manner which does not obstruct the aisle.

- Passengers may bring baby strollers onto the bus, as long as the baby is taken out of the stroller and the stroller can be collapsed and put under or between the passengers' feet in a manner which does not obstruct the aisle.

PASSENGERS MAY NOT:

Prohibited Items for Passengers

Guns, firearms, and other devices designed to be an instrument of attack or defense in combat, or cause serious injury by launching harmful objects, including, but not limited to:

- Firearms of all types, including handguns, rifles, shotguns
- Toy, replica and imitation weapons that could be mistaken for real weapons
- Compressed air and CO2 guns, including pellet guns, rifles and ball bearing guns
- Signal flare pistols and starter pistols
- Bows, cross bows and arrows
- Military type weaponry that could be used to inflict harm or serious injury.

Hazardous Chemicals

Passengers may not bring chemicals which are not normal household products and in normal household sealed packaging designed for the product. This includes but is not limited to:

- Strong acids and bases and other extremely caustic or corrosive materials.
- Car batteries and other automotive type batteries.
- Chemicals which pose a significant risk for bodily harm and/or contamination.
- Chemicals not considered normal household products.
- Flammable substances.
- Fertilizers and pesticides sold in bags covering 5000 sq feet or more.

Objects with sharp points or sharp edges that are not contained and exposed in a way to use to cause serious injury or harm, including, but not limited to:

- Knives and scissors with an exposed or open blade.
- Items with an exposed blade designed for chopping, such as axes, hatchets and cleavers.
- Items with exposed sharp points.

Explosives or flammable substances or devices that could be used to cause serious injury or threaten safety, including, but not limited to:

- Gasoline, diesel, kerosene and other similar types of fuel or containers containing fuel.
- Tanks used for fuel, including propane and barbecue type tanks.
- Ammunition, propellant powder, gunpowder
- Detonators, blasting material, and military type weaponry.

Paints, varnishes etc.

- Paints or varnishes are allowed and the packaging must be the manufacturer's original packaging or a package of equal or greater strength, integrity, and be leak proof. Contents must be declared upon boarding.
- Dangerous goods or materials with the intent to cause mass casualties or illness, including but not limited to:
- Etiological agents
- Personal transporters are prohibited on the bus unless it is being used as a mobility device. If the personal transporter is being used as a mobility device, then the operator will request that the mobility device be secured in the mobility device station and the passenger transfer to a seat.

Drugs and Alcohol

- Passengers may not bring any illegal drugs or open alcoholic beverages on the bus.

Items of Large Size and Quantity

- Any item(s) brought on the bus must be of size and quantity as to fit on that riders lap or under the seat. Items brought on the bus cannot exceed quantity or size as to obstruct the aisle, occupy a seat, or be considered too unwieldy for a single person to safely transport.

BUS GUIDELINES & ETIQUETTE

- Passengers are to arrive at the bus stop 5 minutes before the scheduled time.
- Passengers are to be considerate of others at the bus stop, including private property owners. Many CC Transit stops are located near private homes and businesses. Passengers should not congregate on porches or steps of private property; passengers should not dispose of trash on private property.
- Passengers should signal to the driver their intent to board the bus.
- Passengers are not to loiter at the bus stops if they do not wish to ride B.C. Transit.
- If riding the bus at night, passengers should wave a lighted or reflective device so that the drivers can see them better.
- Passengers on the bus should exit first, before new passengers board.
- Passengers should check the sign above windshield to make sure they are boarding the correct bus route.
- Passengers are to pay the proper fare, swipe their pass, or insert a transfer card in the farebox.
- Passengers are to take their seat promptly and quietly.
- Passengers are to reserve seats near the front for the elderly, pregnant women and those with physical disabilities.
- Passengers who have a child in a stroller or other wheeled carrying device, must remove the child and collapse the stroller or wheeled carrying device.
- Passengers are to use earphones if using sound producing devices (Ipods, radios, CD players, boom-boxes, etc.) They should make sure they are not of such volume to be a

disturbance to other passengers or loud enough that the passenger cannot hear driver announcements.

- Passengers carrying baggage or other items must be carried on their lap, or under the seats. If they place bags on the seat, they must be removed if another passenger wishes to sit. CC Transit policy is a person may not board if they have more items than they can carry.
- Passenger needing a stop must ring the bell prior to the driver passing the stop. They are to promptly exit and wait for the bus to pass before crossing the street.

BOARDING THE BUS

Departing passengers should exit first before boarding passengers enter. We ask that passengers try to exit through the rear door to speed the boarding process. If a person thinks they may have difficulty climbing the bus steps, they should ask the Bus Driver to lower the steps for them. All CC Transit buses are equipped with a kneeling device which lowers the first step to curb level for the consumer's convenience.

Passengers should board the bus carefully. They should always use the hand rails for support when entering or exiting. They should be careful when walking up or down the steps during bad weather, and be extra careful if they are boarding with young children. Passengers are advised that the steps can get slippery during rain or snowstorms.

Passengers should have their fare ready to place in the fare box. After paying the fare, passengers should find a seat quickly and make themselves comfortable. It is the passenger's obligation to take a seat, when seats are available. CC Transit strongly encourages passengers to remain seated while the bus is in motion. However, CC Transit cannot mandate a passenger to sit (whether they have children with them or not). If a passenger chooses not to sit, CC Transit is not responsible for their safety.

The seats in the front of the bus are reserved for senior citizens and people with disabilities. Passengers should relinquish these seats if they are needed. If all seats are occupied, passengers should move to the back of the bus to allow additional passengers to board. If the passenger must stand then they will find poles or straps throughout the bus which they are responsible to hold on to while the bus is in motion. If a passenger chooses not to hold on to a pole or strap, CC Transit is not responsible for their safety.

All small children should be held securely when the bus is moving. Passengers should not allow small children to walk around the bus unattended. All personal items must be either on the customer's lap or on the floor between their feet. Baby carriages and shopping carts must be folded and put between or under the customer's feet or on their lap and cannot block the aisle in any way.

BUS STOPS

Bus Drivers are instructed to stop at all bus stops where people are waiting. If a passenger is standing at a bus stop that is serviced by more than one bus route and they do not want the first bus, they are to wave the bus on, and wave down the next bus or the bus they need.

PAYING THE FARE

- CC Transit strictly prohibits sharing of bus passes. Violators will be asked by the Bus Driver to present valid fare.
- Passengers may not share passes. We allow one limited ride pass per rider.
- If a person does not pay the total fare or present a valid bus pass, the Bus Driver is to advise the patron that fare or a bus pass is needed to ride the bus.
- Should the person continue to refuse to pay, the Bus Driver is to contact the headquarters. Should the individual not cooperate, law enforcement may be called to have the individual removed from the bus.
- Fare evasion may be subject to prosecution and/or suspending the offender from riding the department's bus system.
 - CC Transit does not provide replacement passes or issue refunds for passes.
 - Passes reported lost or stolen will be voided

FARE OPTIONS

A passenger may:

- Pay the fare with exact change.
- Pay the fare with more money than the fare. **However, Bus Drivers cannot make change.** The passenger will receive a change card for the rest of the amount. The change card can be used for future rides.
- Pay the discounted fare for elderly persons or person with a disability.*
- Children under age 5 ride free when accompanied by an adult.

FRAUDULANT, SEVERELY DAMAGED OR VOIDED PASSES

If a Bus Driver is presented with a pass that the fare box will not accept and it is in poor condition or registers as being voided (i.e. bad list), the Bus Driver will inform the individual that the pass cannot be accepted and that in order to ride the individual must pay the appropriate fare. The Bus Driver will then inform the individual to contact the BC Junction or a transit supervisor.

Sharing of unlimited use passes is strictly prohibited.

ANIMALS ON BUSES

If a passenger brings an animal (other than a service animal) on the bus, the animal must be in a secured cage and either placed on the passenger's lap or put between their feet on the floor. *A cage is defined as an enclosed structure designed for the purpose of confining and carrying animals having at least one side by a grating of wires or bars that lets in air and light.* The passenger cannot place the cage on another passenger's seat. The animal cannot bite, or otherwise disturb other passengers. It is the passenger's responsibility to clean up after the animal, should the animal throw-up or defecate on the bus.

If the animal does become unruly, or disturbs other passengers, the Bus Driver will request that the passenger control the animal. If the passenger is unwilling or unable to control the animal, the Bus Driver will call the on-duty supervisor, who will call the appropriate agency to have the animal removed from the bus.

AMERICANS WITH DISABILITIES ACT (ADA) POLICIES

BOARDING MOBILITY DEVICE PASSENGERS

The Bus Driver, upon seeing a mobility device passenger at a bus stop, must prepare the mobility device station before the doors are open. The passenger seat at the mobility device station must be lifted and locked into place. The mobility device passenger must maneuver onto the lift/ramp. If the person in the mobility device requests help boarding onto the lift or ramp, the Bus Driver must give appropriate assistance. The mobility device must be locked in place or turned off before the lift is engaged. The Bus Driver must help the person in the mobility device if help is requested.

When a passenger is boarding as a mobility device passenger they must be seated in the mobility device. If the boarding device is a lift, no one but the person in the mobility device may be lifted on the lift. The Bus Driver is to tell the person in the mobility device to lock it in place or turn it off before they are lifted. The Bus Driver should check to make sure it has been done before engaging the lift. Once the passenger is level with the floor of the bus, the mobility device passenger must maneuver into the mobility device station. Again, if the person in the mobility device requests help to maneuver into the station, the Bus Driver must help. Once the mobility device passenger is in the mobility device station facing forward, the Bus Driver will secure the mobility device to the floor of the bus. The Bus Driver must also recommend the shoulder restraint for the passenger's safety. If the mobility device passenger refuses the shoulder restraint, the Bus Driver should not offer again, nor try to persuade the passenger any further. If the mobility device passenger does not want to wear the shoulder restraint, they are not required to.

CC Transit fixed route service will transport any mobility device that fits on the bus without compromising safety, damaging the bus or obstructing the aisle in a way that would prevent other passengers from safely walking past the device.

CC Transit will only secure a mobility device facing forward. If a mobility device passenger refuses to be secured facing forward, the passenger will not be allowed to ride.

DIFFICULTY WITH BOARDING MOBILITY DEVICES

If the Bus Driver cannot board a mobility device passenger at a bus stop, they must contact dispatch, the BC Junction or the garage immediately to let someone know, so arrangements may be made to pick that person up and take him/her to their destination. The Bus Driver must also tell the passenger that a person in charge has been called and that they will be picked up.

In addition, if a Bus Driver is out on a night run and the lift or ramp does not work, they must call dispatch, the BC Junction or the garage to have their bus changed off.

Lastly, if a Bus Driver has a defect with their bus, specifically with the lift or ramp, they must report it before they leave the garage and put it on their defect sheet. If the ramp cannot deploy on its own, the Bus Driver will need to engage the manual over-ride. If the lift is inoperable, the Bus Driver must report it as mentioned above and obtain a replacement bus.

KNEELERS, RAMPS AND LIFTS

Any passenger, with or without a mobility device, walker or cane, has the right to request that the Bus Driver lower the kneeler, ramp or the lift. Bus Drivers must lower it, and not ask to see if the passenger has a disabled bus pass or a CC Transit Disabled Photo ID card. Bus Drivers must lower kneelers, ramps or lifts when requested. Bus Drivers are to use good judgment when approaching a bus stop. If the person waiting seems to be elderly or infirm, the Bus Driver is to lower the kneeler. When letting passengers board while standing on the lift, the Bus Driver must use good judgment. If the person looks unsteady or unable to hold onto the lift handrail and the Bus Driver feels they might injure themselves, the Bus Driver should not let them ride the lift to board; the Bus Driver is to call a supervisor to get instructions.

ADA RESTRAINT SYSTEM

Under the Americans with Disabilities Act (ADA), mobility device passengers do not have to wear a seatbelt or shoulder harness restraints. They do have to allow the transit entity to restrain the mobility device to the floor of the bus. It is CC Transit's policy that the Bus Driver must offer and recommend the passenger wear the shoulder/seatbelt harness for their own safety. However, the passenger is allowed to refuse the offer.

After the disabled passenger leaves the bus, the Bus Driver is responsible for making sure that all of the restraint straps are properly secured and stored away.

PASSENGERS TRANSFERRING TO A SEAT

If a passenger with a mobility aid (of a wheelchair or scooter) would like to transfer to a seat, the Bus Driver will secure the mobility aid in the securement area as the passenger takes a seat. The

Bus Driver can suggest to the passenger that they transfer to a seat however the Bus Driver cannot make them.

SEATING FOR DISABLED AND ELDERLY

If there are able-bodied passengers sitting in the seating reserved for the elderly and disabled, the Bus Drivers are required to politely ask them to move to another seat if an elderly or disabled person boards the bus or, in a case of a full seated load, to give up their seat to the elderly and or disabled person. If that passenger refuses, the Bus Driver cannot make them give up their seat.

MOVEMENT OF BUS

Bus Drivers will give passengers with or without a disability ample time to sit before moving the bus. However it is the passenger's obligation to take a seat, when seats are available. CC Transit strongly encourages passenger to remain seated while the bus is in motion. If seats are not available and the passenger must stand, it is the passenger's obligation to hold on to a pole or strap while the bus is in motion. CC Transit cannot mandate a passenger to sit (whether they have children with them or not) or hold on to a pole or strap while standing. If a passenger chooses not to sit or hold on to a pole or strap while standing, CC Transit is not responsible for their safety.

SERVICE ANIMALS

CC Transit recognizes under the Americans with Disabilities Act (ADA) that service animals are not pets, but rather, perform vital functions, which result in more independence for persons with disabilities. Accordingly, CC Transit has implemented the following policies regarding service animals.

CC Transit recognizes the need for service animals. The definition of a service animal is any animal that has been individually trained to perform a specific task for a disabled person. All service animals will be allowed to ride. All service animals must be either held by the passenger, or put between their feet. The service animal may not block an aisle. Service animals may not occupy a passenger seat. The service animal may not bite, or otherwise disturb other passengers. It is the service animal owner's responsibility to clean up after the service animal, should the service animal throw-up or defecate on the bus.

If the service animal does become unruly, or disturb other passengers, the Bus Driver will request that the owner of the service animal control the animal. If the owner is unwilling or unable to control the service animal, the Bus Driver will call dispatch, and the on-duty supervisor will call the appropriate agency to have the service animal removed from the bus.

ADA CALL OUTS

The Americans with Disabilities Act (ADA) regulations at 49 CFR sections 37.167 (b) and (c) require that stop announcements must be made on fixed route systems as follows:

(b) On fixed route systems, the entity shall announce stops as follows:

1. The entity shall announce at least at transfer points with other fixed routes, other major intersections and destination points, and intervals along a route sufficient to permit individuals with visual impairments or other disabilities to be oriented to their location.
2. The entity shall announce any stop on request of an individual with a disability.

(c) Where vehicles or other conveyances for more than one route serve the same stop, the entity shall provide a means by which an individual with a visual impairment or other disability can identify the proper vehicle to enter or be identified to the vehicle operator as a person seeking a ride on a particular route.

INTOXICATED PASSENGERS

Bus Drivers are to transport passengers who are under the influence of medication, alcohol or who appear to be in an altered state as long as they abide by the CC Transit rules of passenger conduct. If the passenger becomes belligerent or non-responsive, the Bus Driver is to safely pull the bus to the side of the road and contact the on-duty supervisor for further instructions. If the on-duty supervisor is not available, the Bus Driver is to contact the garage. Bus Drivers are to complete an incident report within the given time frame.

BODILY FLUIDS

Stool, blood and other bodily fluids may contain pathogens or harbor disease potentially posing a health hazard for other passengers and the Bus Driver. Bus Drivers are to make efforts to assess these risks prior to boarding passenger(s). Should a Bus Driver observe any signs of stool, blood, or other bodily fluids prior to a passenger boarding, that operator may deny that passenger a ride due to health hazard(s). If a passenger releases stool, blood or other bodily fluids after being boarded, the driver is to assess the situation, instruct other passengers to stay away from the health hazard and contact the on-duty supervisor who will then either send maintenance to clean the bio-hazard or deliver another bus. CC Transit has put into effect the following passenger behavior guidelines for the transportation center:

- No smoking.
- No spitting.
- No unruly, disruptive, unsafe or inappropriate behavior.
- No gambling.
- No foul language.
- No soliciting or loitering of any kind.
- No vandalism or destruction of property, County or otherwise.
- Passengers must be fully clothed, meaning at least a torso-covering shirt, shorts, pants, or a dress, sandals, sneakers, or some other kind of footwear. No one will be allowed to ride shirtless, pantless, shoeless or dressed so as to reveal body parts so as to be offensive to other passengers or the Bus Driver.
- No riding of bicycles.
- No pets unless confined to a pet carrier.