

SECTION 1 – PASSENGER POLICIES

FIXED ROUTE

1.1 PASSENGER BEHAVIOR

BC 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, BC 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 of any kind.
- No destruction of property, county or otherwise.
- No playing of radios, cd players, tape recorders, mp-3 players, telephone or any other electronic devices so as to bother other passengers or the Coach Operator.
- The Coach Operator 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 Coach Operator will contact dispatch and the supervisor on-duty will permit the Coach Operator to instruct the passenger to leave the bus. If the passenger refuses to leave, the Coach Operator will call dispatch, and the supervisor on-duty will call the appropriate agency to have that passenger removed.
- 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 Coach Operator.
- Passengers must pay the appropriate fare in order to ride.
- Passengers must show the proper pass in order to ride.

1.2 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 legs, 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' legs 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' legs in a manner which does not obstruct the aisle.

PASSENGERS MAY NOT:

- Passengers may not bring firearms or any other forms of weapons onto the bus. (Except for law enforcement officers.) A definition of a weapon is an instrument of attack or defense in combat or hunting, e.g. a gun, missile, or sword; an instrument or other means of harming or exerting control over another
- Passengers may not bring explosives of any kind onto the bus.
- Passengers may not bring corrosives or acids of any kind onto the bus including car batteries, or any other type of vehicle batteries.
- Passengers may not bring any illegal drugs onto the bus.
- Segways are prohibited on the bus unless the Segway is being used as a mobility device. If the Segway is being used as a mobility device, then the Coach Operator will request that the mobility device be secured in the mobility device station and the passenger transfer to a seat.
- Passengers may not use other seats or the aisle to store their belongings.

1.3 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 Coach Operator to lower the steps for them. All BC 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. BC Transit cannot mandate a passenger to sit (whether they have children with them or not). If a passenger chooses not to sit, BC 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, BC 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 legs or on their lap and cannot block the aisle in any way.

1.4 BUS STOPS WITH MULTIPLE BUS ROUTES

When standing at a bus stop that is serviced by more than one bus route:

The Coach Operators are instructed to stop at all bus stops where people are waiting. If a passenger does not want the first bus, they are to wave the bus on, and wave down the next bus or the bus they need.

1.5 PAYING THE FARE

- BC Transit strictly prohibits sharing of bus passes. Violators will be asked by the Coach Operator to present valid fare.
- Passengers may not scan their pass for another person to ride.
- If a person does not pay the total fare or present a valid bus pass, the Coach Operator 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 Coach Operator is to contact the on-duty supervisor. If present, management will board the bus or if not present will use radio communication to advise the rider of the policy that everyone must present fare or a pass to ride. Should the individual not cooperate with management, 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.
- BC Transit does not provide replacement passes or issue refunds for passes.

1.6 FARE OPTIONS

A passenger may:

- Pay the fare with exact change.
- Pay the fare with more money than the fare. **However, Coach Operators 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*
- Transfer to another bus. In order to do so the passenger will need to ask the Coach Operator for a transfer card. Transfers are only good for going from one bus to the next in order to complete your trip without interruption. The agency has designated transfer locations which will be published on the agency's website, passenger guide and in other pertinent literature.
- Use a 31-day pass. All 31-day passes are good for unlimited trips for 31 consecutive days after first use.
- Use a discounted 31-day pass for elderly persons or persons with a disability. All 31-day passes are good for unlimited trips for 31 consecutive days after first use.**
- Use a 31-day pass for full time students***
- Children under age 5 ride free when accompanied by an adult

*Must have appropriate ID to be eligible for the reduced rates. Discounted fare is only valid Monday through Friday from 9:15 am to 3:15 pm and after 6 pm and all day Saturday and Sunday.

**Must have appropriate ID to be eligible for the 31-day discounted pass. Appropriate ID would be a valid OFA (Office for Aging) or disabled ID card.

***Students must show proof of full time status.

1.7 BC TRANSIT DISCOUNT DISABLED PHOTO ID CARD

The BC Transit Discount Disabled Photo ID, must be acquired from the Broome County Security Office. The Security Office is located on the first floor of the Broome County Office Building on Hawley Street, Binghamton. Photo ID hours are from 8:00 am to 12:00 am (Noon), Monday, Tuesday and Wednesday. Consumers must bring legal ID. In addition, they will also need a recent (cannot be more than one year old) letter from their medical professional (Social Worker not accepted) on their medical professional's letter head, stating that they are disabled. The letter must also state if the disability is permanent or temporary. If the disability is temporary, the letter must state a time frame for when the disability will end. SSI and SSD cards will also be accepted but again you must show legal ID with these cards.

The consumer's picture will be taken for the ID card and they will need to provide their current address, phone number, and social security number. They will also be required to sign for their photo ID. There will be a \$25.00 replacement fee for lost or stolen photo ID cards. The ID card will only be issued to the bearer of the medical note and is non-transferrable.

If the consumer is a BC Lift client and has a BC Lift card, they do not need a BC Transit discount disabled photo ID. Their BC Lift card will be accepted on all BC Transit buses for the .75 cent fare during the hours specified and allow them to purchase a 31-day E/H discounted pass.

If the consumer requires special accommodations to access the Broome County Security Office, please call 778-2107.

1.8 BC TRANSIT SENIOR BUS ID 65+

Consumers may apply for their BC Transit Senior Bus ID 65+ card at the Office for Aging on the fourth floor of the Broome County Office Building. Office hours are Monday through Friday from 9:00 a.m. to 4:00 p.m. Consumers need to bring proof of age such as a birth certificate, driver's license or Medicare card. The consumer will then receive their ID card which will be yellow in color and if the consumer has a spouse who would like to take the bus, the spouse will receive an ID card that will be tan in color.

1.9 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 Coach Operator will request that the passenger control the animal. If the passenger is unwilling or unable to control the animal, the Coach Operator will call dispatch, and the on-duty supervisor will call the appropriate agency to have the animal removed from the bus.

1.10 FISH AND WILD GAME

Fish and wild game meant for consumption are allowed on the bus and treated as food. The item must be enclosed in packaging and may not be consumed on the bus.

Live animals are not permitted on the bus unless

- 1) They are a service animal for a person with disabilities.
- 2) They are a pet which is enclosed in a carrier designed for animal transport.

1.11 HIGH SCHOOL STUDENT I.D. CARDS

Binghamton High School students may ride from their place of residence to Binghamton High School between the hours of 7 am to 9 am and from Binghamton High School to their place of residence from 2:30 pm to 5:00 pm when school is in session.

Students traveling to or from school may not use their BHS issued pass at BC Junction; they are required to use a transfer ticket or pay the cash fare. Students needing to transfer to other routes may do so and must obtain and use a transfer ticket from the bus they first boarded.

When traveling to their place of residence students must board at the following stops:

- 1) Inbound 35 stop at Main St. and Oak St.
- 2) Outbound 35 stop at Main St. and Oak St.
- 3) Outbound 15 stop at Oak St. and Main St.
- 4) Outbound 7 stop at Front St. and North St.
- 5) Outbound 8 stop at Front St. and North St.

Exceptions:

Students involved with extra-curricular activities are required to obtain the appropriate identifier to be placed on their pass by school administration. These students may board the bus at other school district locations (McArthur, East Middle, etc).

Students involved with activities going beyond the school day are permitted to ride beyond the hours identified above while school is in session only. Students who attempt to board when school is not in session (i.e. snow days, holidays, vacations) will have to pay full fare, use a BC Transit issued pass, or a ride card. School administration will notify BC Transit of special extra-curricular activities as circumstances warrant.

Seton Catholic students who board at Chestnut St. and Main St. may have to transfer to another bus. Students needing to transfer to other routes may do so and must obtain and use a transfer ticket from the bus they first boarded.

1.12 BINGHAMTON UNIVERSITY STUDENT I.D. CARDS

Binghamton University students and staff must have a current BU identification card in order to use the system. Both parties can board anywhere, at any time and ride throughout the system.

1.13 FRAUDULANT , SEVERELY DAMAGED OR VOIDED PASSES

If a Coach Operator 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 Coach Operator will inform the individual that the pass cannot be accepted and that in order to ride the individual must pay the appropriate fare. The Coach Operator will then inform the individual to contact the BC Junction or a transit supervisor.

1.14 VALID BUS PASSES

If a Coach Operator is presented with a pass that the fare box will not accept and it is in good condition and does not register as being voided (i.e. bad list), the driver is to date and initial the pass with a ball point pen. The owner has 24 hours to get the pass checked by management staff. If accepted, management will use a sharpie pen to write "Valid" on the pass and record the serial number.

1.15 LOST AND FOUND

Lost and found articles from the BC Junction office at the Greater Binghamton Transportation Center will be retrieved by the Security Officer on duty and transported to the main Security Office.

Lost and found articles from BC Transit will be accumulated by the Security Officer at night and will be picked up by patrol during the week. BC Transit is not responsible for any lost or stolen items.