

## **SECTION 1 – PASSENGER POLICIES**

### **PARA TRANSIT**

#### **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 instituted 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, telephones or any other electronic devices so as to bother other passengers or the Van Operator.
- The Van 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 Van Operator will call dispatch and they 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 Van Operator.
- Passengers must pay the appropriate fare in order to ride.
- Passengers must have and be able to show the proper I.D. 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 Van 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

Passengers should always use caution when entering or exiting the bus. If a person thinks they may have difficulty climbing the bus steps, they should ask the Van Operator to lower the wheelchair lift for them. Passengers 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. All small children should be held securely when the bus is moving. Passengers should not allow small children to walk around the bus unattended. Van Operators will give ample time for passengers to sit before moving the bus. However it is the responsibility of the passenger to sit in a secured manner.

All personal items must be either on the customer's lap or on the floor between their feet in a manner which does not obstruct the aisle.

#### 1.4 PAYING THE FARE

- If a person does not pay the total fare, the Van Operator will advise the passenger that fare is needed to ride the bus.
- Should the passenger continue refusal to pay, the Van Operator is to contact the on-duty para transit supervisor. Should the individual not cooperate the passenger may be subject to suspension of service.

#### 1.5 FARE OPTIONS

A passenger may:

- Pay the fare with exact change on each ride.
- Pay the fare for both ways on their first ride.
- Pay for the week if the passenger qualifies\*
- Have a qualified agency pay for their rides\*\*
- Children under age 5 ride free when accompanied by an adult

\*The passenger must contact a para-transit supervisor to see if they qualify.

\*\*The agency must contact a para-transit supervisor to qualify the passenger.

(A passenger who does not pay the fare, may be subject to suspension of service)

#### 1.6 BC COUNTRY RESERVATION PROCESS

Passengers will have to call in their reservation at least 2 business days prior to the day they want the ride. For example, if the passenger wants a ride on Wednesday, they would have to call it in by Monday prior. Also, Saturday and Sunday are not business days so if a passenger wants a ride on Monday they will have to call it in by Thursday prior.

#### 1.7 EXCESSIVE CANCELLATION POLICY

The Excessive Cancellation Policy was adopted in 2008 and states that “Excessive cancellations will be defined as 30% of all ride requests canceled within a 30-day period which will result in a suspension of service for 30 days”. If a passenger disagrees with the suspension decision, and an appeal is applicable, our agency will include an appeals process with the suspension notice letter.

## 1.8 NO-SHOW POLICY

The No-Show Policy was adopted in 2000 and states that a “no-show” will be defined as a failure to cancel unwanted service in advance, or arriving more than five (5) minutes beyond the scheduled pick-up time. Three No-Shows in a 30-day period will result in a 30-day suspension of service.

The No-Show policy instituted by the Broome County Department of Public Transportation has been expanded to include late cancellations, which are trips cancelled less than (1) one hour prior to the scheduled trip time. Trips cancelled (1) one hour or more in advance will not be considered as a No-Show.

***Note: A trip is a one-way ride. If you have multiple rides on a given day (to and from; for example), and do not plan on taking any, each ride must be cancelled.***

If a passenger disagrees with the suspension decision, and an appeal is applicable, our agency will include an appeals process with the suspension notice letter.

## 1.9 BACKING UP POLICY

BC Transit’s policy is that buses do not back up. However on a case by case basis, if there is a situation where there is no other option but for the BC Lift buses to back up, the following general principals are followed:

- The situation was pre-approved by the para-transit department and scheduled at least one day prior the incident occurring.
- The Van Operator will use a spotter approved by this agency.
- The Van Operator will secure the vehicle and do a walk around the vehicle to evaluate the area before backing.
- The Van Operator will use the horn while backing up to alert any pedestrians in the area.
- The Van Operator will back the vehicle up slowly.
- The Van Operator will check mirrors while watching the spotter for guidance.
- The Van Operator will only back up as far as necessary.

## 1.10 OFA SHOPPING TRIPS

OFA shopper trips are group trips specifically for OFA passengers living in the elderly housing developments and which transport the seniors to and from local grocery stores on certain days of the week. For these trips only, passengers must adhere to the following rules:

- Grocery items must be limited to three paper or six plastic bags.
- Purchases of one case of water or one case of soda would take the place of one paper bag or two plastic bags.

- The items must be stored on the passenger's lap or on the floor between their feet and cannot obstruct the aisle. This will ensure that if there is a sudden stop, the items will stay in place.
- Carts are allowed, however, they must fit between the passenger and the seat in front of them with the groceries inside and cannot obstruct the aisle.
- Lastly, fabric bags with handles are encouraged for groceries; and again they must be placed on the passenger's lap or on the floor between their feet and cannot obstruct the aisle.

(All other passengers not involved in the OFA shopper trips must follow rules located under section 1.2)

### 1.11 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 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 disturb other passengers, the Van Operator will request that the passenger control the animal. If the passenger is unwilling or unable to control the animal, the Van Operator will call dispatch and dispatch will call the appropriate agency to have the animal removed from the bus.

### 1.12 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.

### 1.13 MOVEMENT OF BUS

Van Operators will give ample time for passengers to sit before moving the bus. However it is the responsibility of the passenger to sit in a secured manner.

### 1.14 LOST AND FOUND

Lost and found articles accumulated from the BC Lift, OFA Mini-Bus or BC Country buses will be given to dispatch. Dispatch will in turn call the owner and make arrangements to have them returned. BC Transit is not responsible for any lost or stolen items.