

# **PASSENGER RIGHTS AND RESPONSIBILITIES**

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All riders have the right to:

- 1) A safe, comfortable and clean vehicle
- 2) A courteous driver
- 3) Equipment that has been inspected along with a driver who has received training in the safe and effective use of the onboard lifts, ramps and restraints
- 4) Service on a timely basis
- 5) Easy access to the current policies and procedures of Ponca Express.
- 6) Prompt response to all comments and concerns regarding Ponca Express issues
- 7) Be treated with dignity and respect by all Ponca Express staff

All riders are responsible for:

- 1) Respecting other passengers and Ponca Express staff
- 2) Paying fare as required and showing proper identification upon request
- 3) Providing child restraint devices and proper securement and removal of such devices
- 4) Understanding that service delays may result from circumstances that are beyond the control of the operator (Examples: traffic delays, inclement weather, etc.)
- 5) Ensuring that you are ready for pick up prior to the scheduled arrival of the driver
- 6) Understanding that Ponca Express will leave after waiting 10 minutes and is not responsible if you miss the transport and are late for an appointment, drivers will not turn around and go back once they have pulled away

## **Rules of Conduct**

### **Children**

- 1) Children ages 5 and under are only permitted to ride in the vehicle if accompanied by an adult, or a participant in a youth activity
- 2) Adult passengers accompanying a child must properly supervise the child and ensure they remain quiet and securely seated at all times
- 3) COY children must be waiting for the bus promptly after school. If your child misses the bus it is the parent's responsibility to find an alternate mode of transportation. Ponca Express will not turn around or make another trip to pick up those left behind.

### **Rules for waiting**

- 1) Be at the ready at least five minutes before the scheduled pick up time
- 2) Use designated crosswalks and sidewalks to reach the vehicle
- 3) Never walk in the traffic lane
- 4) Have your fare or bus pass ready, drivers will not make change

### **Rules for boarding**

- 1) Do not push or shove
- 2) Use the hand rail and steps (if applicable)
- 3) Leave front seats open for elders and passengers with disabilities
- 4) Animals are not permitted except for service animals conforming to the Americans with Disabilities Act (ADA)
- 5) No person who is visibly intoxicated shall be permitted to board
- 6) Shirts and shoes are required
- 7) A passenger may not be allowed to board if his/her body odor or physical hygiene will disturb the reasonable comfort of other passengers or the transit staff

#### Rules for riding

- 1) No person shall interfere with the drivers operation of the vehicle
- 2) Fighting, throwing of objects, pushing, shouting, any rough behavior is not permitted
- 3) Profanity, abusive language or threatening and intimidating actions or words to other passengers or transit driver are not permitted
- 4) No alcohol, controlled substances, or illegal drugs will be allowed
- 5) Smoking is not allowed on the transit vehicle
- 6) All beverages must be kept in a spill proof container
- 7) Weapons, explosives, flammable liquids or other hazardous materials are not permitted on the vehicles
- 8) No persons other than law enforcement officers shall possess a firearm on any vehicle
- 9) No open flame
- 10) Opening of any door while the vehicle is motion will result in loss of service
- 11) Personal belonging and packages must be kept out of the isle and free from becoming a trip hazard

#### Rules for De-Boarding

- 1) Wait for the vehicle to come to a complete stop before leaving your seat
- 2) Take all personal items with you when you exit the vehicle
- 3) No trash or containers are to be left on the vehicle
- 4) Do not walk in front of the vehicle upon exit

***Failure to adhere to these rules may result in temporary or permanent suspension of ridership. Actual or threatened physical abuse will NOT be tolerated and shall result in suspension.***