



PARA - TRANSIT RIDE GUIDE AND PASSENGER POLICIES

VICTORIA TRANSIT is committed to providing safe, courteous, and reliable transportation services.

Need help planning your trip?

Our friendly staff can help plan your trip. We will recommend the most suitable departure time, and advise you of any service interruptions, which may occur from time to time.

Helpful tips when calling:

Have pencil and paper ready
Be ready to tell the Operator:

1. Where our driver should pick you up-give a complete physical address.
2. Where are you going-Name of Business and its complete physical address.
3. The time you would like to get there.
4. Do not forget to request your return trip.
5. Additional approved passengers (Escorts and/or Attendants)

Be prepared to have an alternate time to conduct your business in case we are unable to meet your requested time.

Our Para-Transit Service is a demand-response, advance reservation, shared-ride, address-to-address, curb-to-curb service.

**PLEASE NOTE: WE REQUIRE A 1-DAY ADVANCE NOTICE
WHEN SCHEDULING YOUR TRIP.**

NEED A RIDE? CALL 578-8775

TRANSIT PASSENGER POLICIES

POLICY STATEMENT:

It is the policy and intention of TRANSIT to provide transportation service to members of the public, which is free from conduct detrimental to order and the safety and rights of each passenger of the transit system.

CANCELLATION POLICY:

An hour advance notice is required to cancel transportation services. Three cancellations within a thirty-day period may result in forfeiture of regular (subscription) transportation services. (This includes school holidays and teacher in-service.)

NO-SHOW POLICY:

Failure to show-up at your pickup location at the designated time of pickup and provide an hour cancellation notice is considered a "no-show". Three "no shows" within a thirty day period may result in forfeiture of regular (subscription) transportation services and/or suspension of transportation services for one month.

PICKUP POLICY:

The Transit System utilizes a 15-minute window for all scheduled passenger pickups. The window is defined as follows: A passenger calls to schedule transportation services at 3:00 p.m. The Transit System can arrive to pickup the passenger as early as 2:45 p.m. or as late as 3:15 p.m. from the scheduled time of pickup.

WAIT POLICY:

Drivers are only allowed to wait 5 minutes for the passenger(s) to show. If the passenger(s) do not show up within this period, the pickup is considered a "no-show". The passenger(s) will be required to pay the full fare for their "no-show" before transportation will be provided again.

ARTICLES PERMITTED ON VEHICLES:

The following articles may be carried on TRANSIT vehicles providing such articles are not permitted to remain in a location where they will interfere with the entrance, exit, or free use of the aisles by passengers, or with the safe operation of the vehicle:

- Baggage – Ordinary hand baggage and packages or articles which can be carried without inconvenience to other passengers;
- Carriages and strollers – Baby carriages or strollers may be carried only when folded;
- Carts – Personal shopping carts may be carried on board so long as they

- do not block the aisle; and
- Walk aids and stand up walkers – Passengers with walk aids will be permitted to board TRANSIT vehicles at any time. It is preferred that walkers be folded so as not to interfere with the free use of the aisle.

ARTICLES NOT PERMITTED ON VEHICLES

The operator should exercise judgement concerning the overall safety of all passengers. The following items represent potential hazards and may be prohibited:

- Bicycles;
- Fishing poles that are not safe (the pole is assembled and /or hooks are attached);
- Sharp objects or instruments;
- Gasoline or other hazardous materials;
- Explosives;
- Furniture;
- Non-folding baby carriages;
- Large bundles that will obstruct the aisle;
- Bundles or bags that are leaking;
- Weapons – No person shall carry on or about his person a handgun/firearm, club, explosive weapon, knife, knuckles, hoax bomb, chemical dispensing device, or dangerous weapon in a TRANSIT vehicle.
- A “handgun” which means any firearm that is designed, made, or is adapted to be fired with one hand, whether or not such handgun is concealed and carried pursuant to a concealed handgun license;
- A “knife” which means a knife with a blade over five inches long, a hand instrument designed to cut or stab another, a dagger, dirk, stiletto, bowie knife, sword, or spear.

Passengers riding in TRANSIT vehicles, should by their behavior, observe the following rules, prohibitions, and procedures:

A. **DISORDERLY CONDUCT:** No person shall commit any act or engage in any conduct constituting disorderly conduct in a vehicle. The term “disorderly conduct” includes the following:

- abusive, indecent, profane, or vulgar language which by its very utterance tends to incite an immediate breach of the peace;
- a noxious and unreasonable odor created by chemical means;
- abuse or threats to a person in an obviously offensive

manner;

- fighting with another;
- discharge of a firearm;
- display of a firearm or other deadly weapon in a manner calculated to alarm;
- the exposure of a person's anus or genitals which is reckless concerning others who may be present and who may be offended or alarmed by such act;
- an offensive gesture or display which tends to incite an immediate breach of the peace

- A. **DRUGS**: No person shall possess or use any narcotics or drugs; offer to another person any narcotics or drugs; or possess any drug paraphernalia in a vehicle.
- B. **FOOD AND BEVERAGES**: No food or beverages will be consumed on the vehicles, except for those passengers who require food or beverages, due to a health condition.
- D. **INTOXICATION**: No person shall enter or remain in a vehicle if such person is intoxicated.
- E. **LOADING AND UNLOADING**: TRANSIT drivers are **STRICTLY PROHIBITED** from **ENTERING A HOME TO ASSIST PASSENGERS**. The drivers are responsible for the safe loading, securing, and unloading of all passengers. If you need help beyond what the drivers are allowed to perform, you should make arrangements for a companion to accompany and assist you.
- F. **LITTER**: No person shall dispose of, or allow, or permit the disposal of litter in a vehicle.
- G. **NUISANCES**: Any unreasonably loud, disturbing, or unnecessary noise which causes material distress, discomfort, or injury to persons of ordinary sensibilities in a vehicle is hereby declared to be a nuisance.
- H. **OBSCENE DISPLAY OR DISTRIBUTION**: No person shall intentionally or knowingly display or distribute an obscene photograph, drawing, or similar visual representation, or other obscene material or recklessly display or distribute such material when a person is present who will be offended or alarmed by the display or distribution.
- I. **SHIRTS AND SHOES**: No person shall enter or remain in a vehicle without a shirt or without clothing that covers the upper portion of the body. No person shall enter or remain in a vehicle without shoes or sandals on both feet.

J. SMOKING: No person shall smoke on a vehicle.

K. SPITTING: No person shall spit in or upon any vehicle.

RULES REGARDING USE OF TRANSIT SERVICES

THOUGHTS CONCERNING REASONABLE ACCOMMODATION AND JUDICIAL ENFORCEMENT

In general, the intention of the rules, regulations, procedures, and guidelines concerning the use of the transit system is not to punish passengers for failure to abide by these, but rather, to offer them a reasonable opportunity to comply with these in order to promote and secure a safe and orderly system where the rights of our ridership and staff are protected. With this in mind, the following topics will be addressed for clarification:

- A. **DISORDERLY CONDUCT**: This conduct implies that reasonable public order is not being maintained. The words "immediate breach of the peace" are also significant. For example, abusive, indecent, profane, or vulgar language uttered on the bus does not necessarily constitute an immediate breach of the peace. Consider that many young people, especially some middle school age, talk to one another like that. A bus full of these passengers emitting vulgar language would not necessarily constitute an immediate breach of the peace. If there were other passengers present who were obviously offended to the point of anger, then their language would constitute an immediate breach of the peace.

Consider, also threats to a person in an obviously offensive manner. Sometimes people say things because they need to release their feelings. They are all "hot" air and have no real intentions of offensive behavior. Unless a person is baiting you or passengers or has become clearly offensive or aggressive, ignoring this kind of behavior is probably most effective.

The fact that a person or passenger indicates with obscene sign language that you are "number one" does not incite an immediate breach of the peace. When it is done with anger coupled with aggressive or offensive behavior toward you or a passenger, it could be considered an immediate breach of the peace.

Another example of disorderly conduct would be the display of a firearm or other deadly weapon when the intent is to strike fear into the minds of the observers. On the other hand, if a passenger were to unintentionally expose a legally concealed handgun and a driver were to observe it, this would not necessarily be an act of disorderly conduct.

- B. **INTOXICATION**: Generally, when intoxication is mentioned, the first thing that comes to mind is the use of alcohol. Intoxication as applied here can also be widened to include the use of other drugs and products, such as paints and aerosols. The point that must be remembered is we cannot simply claim, say, or tell a person that they are intoxicated. That is a medical condition which we are not authorized or equipped to determine.

On the other hand, we can tell a person that they appear to have had too much to drink. In addition, the key word is "consume". Observed

consumption of these items would be considered a violation. Here, in this passage as well as the remainder of this document, our intention is to deal with behavior, not the reason for the behavior.

- C. **LITTER**: The intention of this guideline is meant for those people who intentionally deposit litter as defined; who purposely attempt to demonstrate that they are exempt from this transit regulation. It is not meant for persons who unintentionally or absent-mindedly drop or leave items, especially infants and small children.
- D. **NUISANCES**: Persons, who by their behavior, produce such loud noises that they cause distress, discomfort, or injury to persons of ordinary sensibilities on transit property will be considered to have created a nuisance. Ordinary sensibility best explained here would mean that if one or two persons among many persons are the only ones who object to the sounds, then that would not be considered ordinary sensibility.
- E. **OBSCENE DISPLAY OR DISTRIBUTION**: One of the key words here is "obscene" and how its meaning is determined. The other key words are "intentionally or knowingly display". Obscene displays are those having a dominant theme taken as a whole which appeals to the prurient interest in sex, nudity, or excretions, and are patently offensive to prevailing standards in the adult community as a whole.
- F. **REFUSAL OF TRANSPORTATION AND REMOVAL OF PASSENGERS**: Sometimes the transit provider may find it necessary to deny transportation to a passenger who refuses to abide by the rules, regulations, procedures, or guidelines. When doing so, drivers must not argue with passengers. They should politely inform passengers that their behavior or failure to comply is not acceptable. If the passengers do not comply they should be informed that they are expected to comply with the rule or procedure in question. If the passengers still do not comply they should be given a choice, both a negative and positive choice. The negative choice is that if they refuse to comply they could be denied service. The positive choice is that if they select to comply they will be allowed to ride. They should be given a reasonable opportunity to choose. If in the end passengers make the wrong choice and refuse to comply, drivers should request help from the dispatcher at their first opportunity. In these situations, TRANSIT employees should never argue with passengers, but always return the responsibility for compliance back to the passenger. A necessary action in all of these situations is to document the occurrence. A proper and complete report must be filed by the driver, supervisor, or other employee involved. We must have sufficient documentation to deal effectively with these passengers.

When attempting to remove passengers from the vehicle, drivers may request that the passengers leave the vehicle. Drivers shall seek assistance from the Dispatcher/Supervisor in removal of such passengers as necessary. Once again, a complete and proper report of such incidents is critical. The transit provider must have ample documentation if the attempt to control the behavior of such passengers is to be accomplished or the barring of such passengers from riding our vehicles, when necessary, is to be successful. Any notification of long term denial of service to passengers will be accomplished by the County Operations Manager.

- G. **SHIRTS AND SHOES**: The guideline is meant for those persons who are not disabled to the point that they cannot wear a shirt or top. Some disabled or physically-challenged people who cannot control their body temperature and tend to overheat must sometimes remove their shirt to safely maintain their body temperature. When encountering this type of disability, transit employees should request politely that the person don a top. If they reply they cannot because of a disability, we should respect their wishes whenever public decency will allow us to do so. The requirement for shoes on vehicles is intended for safety and health reasons.
- H. **SPITTING**: The intention is for those persons who by spitting are attempting to create an immediate breach of the peace, not for those who absentmindedly do so.