

# Rider Rules of Conduct

## For Coastal Express and Dial-a-Ride, Brookings and Gold Beach

Curry Public Transit has the right to refuse service to anyone not complying with the rider rules of conduct or safety instructions given by a driver. Drivers have the right to refuse service to anyone who may pose a direct safety threat to other passengers and/or the driver. All rider guidelines and policies apply to everyone regardless of age or disability.

Verbal warnings or incident reports may be issued for any transgressions. Depending on severity, immediate and/progressive sanctions on the use of transit service may occur. Transgressions during a rolling twelve month period will be taken into consideration. The Transit Manager has final discretion in all decisions. If you disagree with the sanctions, you may file an appeal with the Transit Manager within 5 working days.

Enforcement of this policy will provide a safe and enjoyable ride for all passengers.

- ❖ No disruptive, offensive, abusive, disgruntled, threatening or intimidating language or actions; no arguing, shouting, horseplay, use of profanity or vulgar language or gestures; no actions or words that are disrespectful in any way or manner, or rude, or harassing to any of our staff or customers, whether in person, by telephone, by electronic or any other means.
- ❖ Do not interfere with the operation of the bus. If the driver requests, please do not talk to the driver once the bus is in motion. Stay seated while the bus is moving. Do not block the aisle or door at any time.
- ❖ Respect the privacy of others. Do not engage in unwanted or uninvited dialogue with other passengers.
- ❖ Use headphones with radios, MP3's and other electronic devices. Set volume low enough so as not to be audible to other riders.
- ❖ If you must use your cell phone, you may NOT use the speaker. Keep your voice low and the conversation to 1 to 2 minutes.
- ❖ No eating on the bus. Water is permitted in a spill proof container. No open sodas or to-go containers.
- ❖ Dress appropriately and maintain personal hygiene so that personal odor does not become offensive.
- ❖ Seat belts must be worn when buses are equipped with them. You must provide a car or booster seat for small children as required by law.

- ❖ Wheelchairs and mobility devices must be secured in designated securement area. The driver will assist with securement.
- ❖ No consumption of alcohol, possession of illegal drugs, or being under the influence of intoxicants of any kind on the bus or at any designated bus stop. Your ride WILL be denied.
- ❖ No smoking on the bus or within 10 feet of the bus stop or an open bus door or window.
- ❖ No weapons or any item intended for use as a weapon, explosives, flammable or highly combustible materials, or corrosive liquids may be carried on the bus.
- ❖ At the driver's discretion we may limit the number and total weight of packages brought on the bus. Passengers must be able load, unload and control their parcels.
- ❖ Well-groomed-well-behaved companion animals are allowed, but must be on a leash or in a carrier, on the floor, and out of the way of other riders. Animals showing ANY signs of aggression will be refused transportation – even if muzzled.
- ❖ Be ready to board when the bus arrives. The driver has limited time. The Coastal Express bus must leave on schedule and will not wait. If you must change your pick-up point for Dial-a-Ride, call the dispatcher at least a half-hour before scheduled pick up time. All ride cancellations **must be made** thru Dispatch.
- ❖ All riders will declare their destination when boarding the bus and depart the bus at the declared destination.
- ❖ On Dial-a-Ride, three “no shows” (not being at the designated pick up when scheduled, or cancelling with less than ½ hour notice) within a rolling 90 day period will result in a minimum two week service suspension.