

Twin Transit Policy		
Title:	Passenger Rules	Adopted by: LPTBA Board on April 16, 2015 Amended:
Category:	Administrative Manual	Effective Date: April 16, 2015

*The following rules apply to Fixed Route service only*

**A. Seatbelts are encouraged but not required**

Seatbelts are not required for any passenger of a Twin Transit bus. Use of the seatbelt is strongly encouraged for passengers with small children or those whose balance or strength may be lessened due to the movement of the bus while in motion. Twin Transit employees are prohibited from assisting with the seatbelt securement of an infant or small child inside a child seat or baby carrier. Passengers who choose to remain in a secured wheelchair may ask the driver to install the lap and/or shoulder belt but the passenger will not be required to use the seatbelt as a condition of riding the bus.

**B. Sitting is encouraged but not required**

Passengers are encouraged to use available vehicle seating when the bus is in motion. Standing is permitted when seating is limited; standees are encouraged to use hand rails for balance. Priority Seating areas are reserved for elderly passengers or securement of a mobility device; ambulatory passengers are expected to relinquish priority seating upon request.

**C. Boarding and Alighting (Getting on and off the bus)**

1. Fixed Route Bus Stops: Except for designated flag stop zones, all fixed-route passenger boarding and alighting will be done at Twin Transit bus stops and shelters. Passengers may not attempt to get on or off the bus when it is in motion or stopped in traffic.
2. Flag Stops: Where allowed, drivers may stop the bus to pick up or drop off passengers in-between designated stops. A passenger may flag down a bus by clearly waving their hand above their head signaling for the bus to stop while standing in a safe and visible location that allows the bus to exit the flow of traffic to the right side of the roadway. The Bus Operator may stop the bus for a passenger who has pulled the stop request cord in a safe area that allows the bus to exit the flow of traffic.
3. Drivers may defer service: If all seats and standing room are occupied then a driver may defer passengers to the next available bus. Passengers using a wheelchair or other mobility device may board the bus if a wheelchair securement station is available; if one is not available, they will be asked to board the next available bus.

**D. Bike racks are available on a first come first serve basis**

Passengers wanting to transport their bike may do so by using the bike racks located on the front of the bus. Passengers must indicate to the bus operator their intent to secure their bike on the rack and are to ensure that the operator sees them before stepping in front of the bus. Passengers are responsible for lowering the rack, placing their bike on an available slot that is closest to the bus, and positioning the securement arm over the bike. Bus Operators will provide assistance with the bike rack on an as-needed or requested basis. Passengers are responsible for removing their bike and stowing the bike rack (if no other bikes are being transported).

**E. Joy Riding is not allowed**

Twin Transit passengers must have a genuine destination in order to utilize the bus. Passengers will be permitted to make one complete loop on the bus but will be asked to disclose their destination upon arriving back at the stop of origin; passengers without genuine destinations will be excused from the bus.

*The following rules apply to both Fixed Route service and ADA Paratransit*

**F. Children age 10 and older are permitted to ride unaccompanied**

Children 9 or younger must be accompanied by someone 16 or older. Infants and small children are to be under the care and supervision of a parent/guardian while on the bus; infants and small children may ride on the lap of a parent/guardian or be transported in a carrier. The securement of children is the responsibility of the parent/guardian; Twin Transit employees are prohibited from assisting with the securement of infants or small children being transported in a child seat or baby carrier.

**G. Children may travel in strollers**

1. Parents' Choice: Passengers may choose to remove the child and collapse the stroller prior to boarding, or they may board with the child remaining in the stroller. The child may remain in the stroller provided the passenger maintains control of the stroller at all times and the stroller is not blocking the aisle. If strollers are equipped with brakes, they must be locked. The parent or guardian is responsible at all times for the stroller and the child during the trip. The parent must control the stroller at all times if the stroller is not folded and stowed.
2. Use of Priority Seating Areas: Passengers may utilize priority seating areas for strollers if they are available, however a passenger with a stroller shall not displace any other passenger who is rightfully occupying a priority seating area unless the stroller is being used as a mobility device for the transportation of a special needs child. A stroller used for transportation of a special needs child shall be treated as a mobility device and have equal priority in the use of the mobility device stations.

3. Strollers must be collapsible: A stroller will not be allowed to block the aisles, doors, steps, or emergency exits of the bus. If a stroller is blocking the aisle it must be collapsed and stowed. The aisle is defined as the width of the distance between the normal, forward-facing seats.
4. Driver Assistance: The Bus Operator shall assist passengers with placing strollers in the appropriate position on a bus. Parents are responsible for loading and handling the stroller and any packages.

**H. Passengers may request the Driver deploy the hydraulic ramp or lift in order to ease boarding/alighting the bus**

- Ambulatory passengers may request use of the lift as a standee.
- When requested by the passenger the Bus Operator will lower the lift/ramp of the vehicle in a safe location that allows for proper lift/ramp functioning.
- Twin Transit vehicles are rated to lift up to 600 pounds; oversized wheelchairs and scooters risk being denied service if the device is too large to be transported.
- Once on the lift, passengers using wheelchairs, scooters or walkers must set the brakes or turn the power to “off” if it is an electric device.
- Passengers are encouraged to face outward for stability purposes however a passenger may face inward if they request. If the lift offers a safety strap it is to be utilized.
- Once the lift is complete the passenger will be maneuvered inside the vehicle for securement.
- When exiting, the unsecured passenger will be maneuvered onto the lift facing outward. The wheelchair’s brakes will be set and power turned off as they are lowered to a safe and flat location.

**I. Bus Operators are available to provide a limited amount of assistance**

Such assistance includes help with:

- Boarding and alighting while using the lift or ramp
- Stowing of strollers, carts, or mobility devices
- Demonstrating how to use the bike rack
- Securement of mobility devices
- Preparing the seatbelt for a passenger seated in a priority seating area

Bus Operators are not required or expected to offer assistance that could be considered personal servitude. Examples include:

- Carrying of bags or other peripheral items
- Escorting passengers across a street
- Handling of children, pets or service animals

**J. Carts and Rolling Baskets are allowed**

All carts allowed on the bus must be capable of being collapsed and secured between the seats if necessary. A cart may occupy an unused priority seating area but relinquish their space if needed by a passenger using a mobility device. A wheelchair that is being used for the transporting of personal items only will be treated the same as a cart.

**K. Passengers traveling with a walker are entitled to the same experience as passengers traveling with a wheelchair**

Upon the passenger's request, the ramp or lift of the bus will be deployed for a passenger using a walker to provide easier access in and out of the vehicle. Passengers traveling with a walker may sit in designated priority seating areas. The brakes on the walker should be set and the passenger must maintain control of the walker throughout the duration of the trip. If necessary or requested, walkers may be collapsed and held by the passenger or secured in the priority seating area.

**L. Soliciting & Panhandling is not allowed**

A passenger may not ask or beg for money, food or any other item of value from another passenger while on the bus or at a bus stop (panhandling). Additionally, a passenger may not be engaged in the act of forcibly selling, peddling or preaching to others while on the bus or at a bus stop (soliciting). Passengers committing either offense will be asked to refrain from such behavior.

**M. Driver/Passenger conversations are to be limited**

As professional drivers, bus operators are to remain focused on safely operating the vehicle and should limit conversations with passengers to briefly answering questions about Twin Transit service; engaging in a lengthy conversation while operating the vehicle is discouraged.

**N. Food, Drinks and Tobacco**

1. Consuming food while on the bus is prohibited: Food items may be transported on the bus so long as they are contained and do not present a threat of spilling.
2. Drinks with lids are allowed on the bus: Non-alcoholic drinks may be consumed while on the bus however all containers must have a lid or cap. Alcoholic beverages may not be open while on the bus.
3. No smoking: Smoking or chewing tobacco products (including e-cigarettes) is prohibited while on the bus or within 25 feet of a Twin Transit bus or bus stop.

**O. Hazardous materials are not permitted on the bus**

Examples of hazardous materials include, but are not limited to:

- flammable liquids or gases (including vehicle batteries and gas-powered tools)
- sharp objects or tools

- large and cumbersome items

**P. Pets must be contained**

All conventional pets must be in an escape proof container unless a declared service animal (refer to POL-118: *ADA Compliance*). Twin Transit does not permit passengers to travel with reptiles, spiders or other animals that are considered threatening or distracting.

**Q. Passengers are limited to what they can carry and manage in a single trip**

Twin Transit does not limit the number of personal items a passenger may bring however all passengers must be capable of managing their carry-on items on their lap or beneath their feet if seating is limited. Overly large or cumbersome items that occupy multiple seats or encroach into the aisle are considered hazardous and will not be permitted.

**R. Passengers may be refused service or suspended**

1. Passengers are expected to be well behaved while using the transit system: Any rude, combative, offensive, obnoxious, disorderly or otherwise disruptive behavior or language will not be tolerated and will be grounds for refusal of service. Passengers must be appropriately dressed which includes both a shirt and shoes. The use of cell phones and portable music players are permitted however passengers are encouraged to be mindful of others, including the driver, while on the bus and music or conversations which are audible to others are strongly discouraged.
2. Bus Operators are to Maintain Order on the Bus: Bus Operators are the designated authority on the bus while in revenue service and are expected to enforce any and all Twin Transit rule or policy. Operators are authorized to dismiss or excuse from the bus any passenger who is momentarily unfit to ride for reasons related to behavior, conduct, unsafe carry-on items, or poor and offensive hygiene. Operators are expected to contact Dispatch or a supervisor for assistance with enforcement of laws and policies.
3. Driver Refusal of Service: A driver may disallow a passenger to board the bus for any of the following infractions on any Twin Transit property, including vehicles, bus stops, or stations:
  - Smoking or carrying a lit pipe, cigar, or cigarette (unless in a designated smoking area).
  - Discarding or dumping litter in places other than the recognized receptacles.
  - Consuming alcoholic beverages.
  - Loud, raucous, unruly, harmful, or harassing behavior.
  - Possessing an invalid bus pass or fare.
  - Disobeying a directive given by the bus driver or Twin Transit staff member
  - Engaging in other conduct that is inconsistent with the intended purpose of the transit facility, station, or vehicle. (RCW 9.91.025)

4. Passenger Suspensions: A passenger's ability to utilize Twin Transit may be suspended for serious or frequent violations of this policy. The terms of the suspension will be based upon the nature of the offense(s) and is solely at the discretion of the General Manager or his/her duly authorized designee.

*The following rules apply strictly to ADA Paratransit passengers and do not apply to passengers using Fixed Route service*

**S. Seatbelts are required for all passengers**

All passengers (including companions and personal care attendants) are required to use the lap belt when traveling on a Twin Transit paratransit vehicle. Passengers who choose to remain seated in a wheelchair will be secured with the integrated lap belt system; use of the integrated shoulder belt is encouraged but not required.

**T. ADA Paratransit passengers will be issued an Eligibility Card**

Passengers must present their ADA Paratransit Eligibility Card when purchasing a paratransit monthly bus pass or boarding a Twin Transit paratransit vehicle. A paratransit monthly pass is allowable fare for fixed route service; fixed route fare is not recognized on paratransit service. Eligible passengers may travel with one (1) Personal Care Attendant (PCA) and one (1) Companion.

- PCAs or Companions travelling with the eligible passenger must get on/off the bus at the same location
- Companions traveling with an eligible passenger are required to pay bus fare
- Additional companions are subject to available seating

**U. ADA Paratransit passengers may establish Subscription Trips**

Passengers may establish "subscription" service for regular reservations that do not require contacting the Twin Transit Dispatch office; subscription time slots are on a *first come, first serve basis* and are subject to availability. Subscriptions will be forfeited when:

- 50% (or more) of the trips are canceled in a 30 day period
- Excessive no-shows or late-cancelations are occurring
- Service has not been used in a 30 day period
- The passenger has been suspended from Twin Transit bus service

Subscription trips are automatically cancelled on any Twin Transit observed holiday.

**V. Only the eligible passenger or authorized caregiver may make paratransit reservations**

Trip reservations are required at least 1 day in advance of travel; Twin Transit does not accept same-day requests for ADA Paratransit service.

- Twin Transit will attempt to accommodate same-day changes to the schedule for medical appointments

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- Same-day changes to the destination must be arranged through Twin Transit Dispatch; Vehicle Operators are not allowed to change a passenger's scheduled destination
- Passengers may not request a specific Twin Transit vehicle or vehicle operator
- Twin Transit will accept ADA Paratransit trip reservations up to 14 days in advance
- Passengers who acquire a new or different mobility device are encouraged to advise Twin Transit Dispatch prior to making a reservation

**W. Passengers are required to be picked-up and dropped off at the curb of the Main Entrance**

Unless designated "door-to-door" passengers must be capable of meeting the vehicle at the street curb of the pick-up location. Passengers must be capable of meeting the Bus Operator at the main entrance of the pick-up location unless otherwise specified through Twin Transit Dispatch. Bus Operators are not permitted to enter a home to assist passengers to the bus.

**X. Twin Transit recognizes a 20-minute pick-up window**

Passengers may be picked-up 10 minutes before or after their schedule pick-up time. Passengers must be ready to board the bus within 5 minutes of the vehicle's arrival

**Y. Passengers who repeatedly fail to fulfill trip reservations will be suspended**

Passengers who cancel a trip less than 75 minutes prior to pick-up are subject to a "late cancelation" violation.

**Z. Passengers requiring extra help are encouraged to travel with a PCA or companion**

Passengers who are too weak, frail or otherwise unfit to use public transportation without reasonable assistance will be denied service and referred to a local medical transportation service provider. Wheelchairs/scooters in excess of 30 inches wide, 48 inches long and 600 pounds are subject to vehicle accessibility and interior space; passengers traveling with an oversized mobility device risk service denial. ADA Paratransit will not transport any of the following:

- Hospital beds
- Stretchers
- Hoyer lifts
- Large shopping carts
- Large/cumbersome items