

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.

SECTION 2 – ADA POLICIES

PARA TRANSIT

2.1 BOARDING MOBILITY DEVICE PASSENGERS

A mobility device passenger must maneuver onto the lift/ramp. The mobility device must be locked in place or turned off before the lift is engaged. When a passenger is boarding as a mobility device passenger they must be seated in the mobility device. If the boarding device is a lift, no one but the person in the mobility device may be lifted on the lift. The Van Operator is to tell the person in the mobility device to either lock it in place or turn it off before they are lifted. The Van Operator should check the mobility device to make sure it has been done before engaging the lift. Once the passenger is level with the floor of the bus, the passenger must maneuver into the mobility device station. Once the passenger is in the mobility device station, the Van Operator must secure the mobility device to the floor of the bus. The Van Operator must also recommend the shoulder restraint for the passenger's safety. If the passenger refuses the shoulder restraint, the Van Operator should not offer again, nor try to persuade the passenger any further. If the passenger does not want to wear the shoulder restraint, they are not required to.

BC Transit will board any mobility device that does not exceed the ADA regulations governing the size (30" wide 48" long) and weight (not to exceed 600lbs with the person in the mobility device) of mobility devices and can be restrained to the floor of the bus.

A passenger has the right to use the mobility device lift if they are not in a mobility device or do not have a cane or walker. The Van Operator cannot ask what their disability is. When passengers board standing on the lift, the Van Operator must use good judgment. They should remind the person to hold on to the railings; if they look unsteady and there is a risk that they might injure themselves, the Van Operator should not let them ride the lift to board; the Van Operator is to call a supervisor to get instructions.

2.2 ADA RESTRAINT SYSTEM

Under the Americans with Disabilities Act (ADA), mobility device passengers do not have to wear a seatbelt or shoulder harness restraints. They do have to allow the transit entity to restrain the mobility device to the floor of the bus. It is BC Transit's policy that the Van Operator must offer and recommend the passenger wear the shoulder/seatbelt harness for their own safety. However, the passenger is allowed to refuse the offer. After the disabled passenger leaves the bus, the Van Operator is responsible for making sure that all of the restraint straps are properly secured and stored away.

2.3 SERVICE ANIMALS

BC Transit recognizes under the Americans with Disabilities Act of 1990 that service animals are not pets, but rather, perform vital functions which result in more independence for persons with disabilities. Accordingly, BC Transit has implemented the following policies regarding service animals.

BC Transit recognizes the need for service animals. The definition of a service animal is any animal that has been individually trained to perform a specific task for a disabled person. All service animals will be allowed to ride. All service animals must be either held by the passenger, or put between their legs. The service animal may not block an aisle. Service animals may not occupy a passenger seat. The service animal may not bite, or otherwise disturb other passengers. It is the service animal owner's responsibility to clean up after the service animal, should the service animal throw-up or defecate on the bus. If the service animal does become unruly, or disturb other passengers, the Van Operator will request that the owner of the service animal control the animal. If the owner is unwilling or unable to control the service animal, the Van Operator will call dispatch, and they will call the appropriate agency to have the service animal removed from the bus.

2.4 PERSONAL CARE ATTENDANT/ GUESTS

A Personal Care Attendant (PCA) is an individual whose services are required by the eligible rider. A PCA is considered to be accompanying the rider if they are picked up and dropped off at the same locations as the rider. A PCA must ride for free and can be a friend, family member or a medical professional. A guest is not a Personal Care Attendant and must be charged the same fare as the rider.

SECTION 3 – ACCIDENT AND EMERGENCY PROCEDURES

PARA TRANSIT

3.1 DRIVER ACCIDENT INSTRUCTIONS:

An accident is defined as any circumstance whereas a transit vehicle makes contact with a fixed object such as another vehicle, pedestrian, animal, road debris, or other geographical or architectural object. When involved in an accident:

- The Van Operator is to stop their vehicle immediately and put on their emergency flashers.
- The Van Operator is to check if anyone is injured.
- The Van Operator is to notify dispatch or the supervisor on duty by radio or phone immediately. Give dispatch or the supervisor the following information: location, whether or not there are injuries and if an ambulance is needed.
- The Van Operator is to secure the accident scene and put out reflective triangles. They are not to move their vehicle until told to by the police or a supervisor.
- The Van Operator is to obtain the following information about the other driver and vehicle as soon as possible: driver's name, address, telephone number, driver's license identification number, insurance company name and policy number, vehicle license plate number and state, vehicle make, model, year and registration number.
- The Van Operator may give the following information to the other driver: their name, driver's license identification number, our insurance code number, our agency's number (763-4464), and the year, make and model of the vehicle. The Van Operator is not to make any admissions of guilt or discuss responsibility with anyone at the scene, other than a supervisor, the County Attorney or a representative for the Broome County Office of Risk and Insurance. If media are present, the Van Operator is to tell them the accident is under investigation, a supervisor is en route and will be available for questions when they get to the scene.
- The Van Operator is to distribute courtesy cards to everyone in their vehicle first and to anyone at the scene who may have seen the accident.
- The Van Operator is not to leave the scene until they are released by the police or a supervisor.
- The Van Operator is required to fill out an accident report as soon as possible, but no later than the next business day by 5:00 pm close of business.
- Remember, no matter how small the accident, the Van Operator must report it to dispatch or a supervisor immediately. Dispatch or the supervisor will direct the Van Operator how to proceed.
- The Van Operator is never to leave the scene until a supervisor has given them permission to do so.

3.2 DRIVER FIRE INSTRUCTIONS:

When involved in a fire:

- The Van Operator is to stop their vehicle immediately (in a safe location) and put on their emergency flashers.
- The Van Operator is to check if anyone is injured and the extent of the fire.
- The Van Operator is to contact the on duty supervisor by radio or phone and advise them of the situation. Give the supervisor the following information: location, whether or not there are injuries and if the fire department and/or ambulance is needed.
- The Van Operator is then to evacuate all passengers from the vehicle to a safe location.
- If able do so, the Van Operator may attempt to extinguish the fire with the on board fire extinguisher.
- The Van Operator is required to fill out an accident report as soon as possible, but no later than the next business day by 5:00 pm close of business.
- The Van Operator is never to leave the scene until a supervisor has given them permission to do so.

SECTION 4 – HEALTH INCIDENT PROCEDURES

PARA TRANSIT

4.1 BLOOD BORNE PATHOGENS

- Whenever a Van Operator has a passenger injury that results in the release of blood on their vehicle, they are to immediately notify dispatch or supervisor.
- The Van Operator is to give their location and a brief description of the problem and amount of blood.
- If needed, an ambulance will be sent to the location.
- The Van Operator's vehicle will be replaced and the maintenance staff will take the soiled vehicle to clean up the blood. In the event that there is no other vehicle to replace the soiled one, maintenance or a supervisor will come to the vehicle and clean up the blood spill.
- The Van Operator will not attempt to clean up blood. If the Van Operator has access to paper towels, the paper towel may be placed over the blood spill.
- The Van Operator is not to come into contact with the blood.
- The Van Operator is not to let passengers step on the blood spill. They must wait for maintenance or a supervisor to clean up the spill before allowing passengers to board or alight from the vehicle.
- From the first aid kit on the vehicle, the Van Operator should offer bandages or gauze pads to the injured passenger, for them to apply to help stop the bleeding. The Van Operator is not to attempt to apply any bandages themselves.
- The Van Operator is not to allow a customer to board their vehicle if that person is bleeding. The Van Operator is to call Dispatch if they are not sure about boarding that individual.
- Van Operators are to complete an incident report within the given time frame.

4.2 ILL PASSENGERS

Should a person become ill on the bus or demonstrate other behavior or actions posing a potential medical emergency, Van Operators are to do as follows:

- Assess the situation – look for signs that medical attention may be warranted. The Van Operator may safely pull the bus to the side of the road to ask the person if they need medical attention. If the Van Operator finds that immediate medical attention is needed, they are to contact dispatch or the on-duty supervisor and advise them of the situation and their location and to have them call 911.
- Should emergency services be needed, the Van Operator is to wait patiently for the emergency medical staff to take the person off the bus before proceeding. Once the ill passenger is off the bus, the Van Operator is to then contact dispatch or the on-duty supervisor for further instruction.
- Van Operators are to complete an incident report within the given timeframe.

4.3 INTOXICATED PASSENGERS

Van Operators are to transport passengers who are under the influence of medication, alcohol or who appear to be in an altered state as long as they abide by the BC Transit rules of passenger conduct. If the passenger becomes belligerent or non-responsive, the Van Operator is to safely pull the bus to the side of the road and contact dispatch or the on-duty supervisor for further instructions. Van Operators are to complete an incident report within the given timeframe.

4.4 BODILY FLUIDS

Stool, blood and other bodily fluids may contain pathogens or harbor disease potentially posing a health hazard for other passengers and the coach operator. Operators are to make efforts to assess these risks prior to boarding passenger(s). Should a coach operator observe any signs of stool, blood, or other bodily fluids prior to a passenger boarding that operator may deny that passenger a ride due to health hazard(s). If a passenger releases stool, blood or other bodily fluids after being boarded, the driver is to assess the situation, instruct other passengers to stay away from the health hazard and contact the on-duty managerial staff. Management will either send maintenance to clean the bio-hazard or deliver another bus.

SECTION 5 – BC TRANSIT FACILITY ACCESS SECURITY POLICY

5.1 BC TRANSIT FACILITY

The scope and purpose of this policy is to safeguard the well being of all BC Transit personnel and property.

The BC Transit facility and its grounds are closed to the public at all times except for business conducted through the Administrative offices during their normal hours of operation.

At any such time the Administrative offices are closed no unauthorized person(s) shall gain access to the property or the buildings located at 413 Old Mill Road at any time.

There are no exceptions.

An authorized person is one who currently is employed by BC Transit and is on-duty, on-call, or otherwise has a legitimate gainful purpose to be here.

Additionally, vendor representatives, delivery services, or other contracted entities with legitimate business to conduct on the premises are considered authorized when granted appropriate access at appropriate times. Unsolicited sales calls are not considered authorized.

If on-duty personnel become aware of or are approached by any unauthorized person(s) on the property they are hereby directed to immediately:

- Make clear notification to the person(s) that they must leave the property.
- Notify the first on-duty or on-call supervisor available.

In the event the person(s) in question appears belligerent, threatening, or non-responsive to legitimate direction to leave the facility and its grounds, Broome Security, Vestal Police, Broome County Sheriff, NYS Troopers, or 911 may be contacted at any time to alert authorities of a need for immediate assistance.

On-duty maintenance personnel are further directed to secure the building except for the driver's entry door during any evening, weekend or holiday operations that leave the property unattended by maintenance personnel for any period of time.