

# RIDERS GUIDE

## **Bus Stops**

There is a scheduled departure time and you will want to be at your bus stop a couple of minutes early.

## **Fares**

Have your exact fare ready when boarding the bus. Bus drivers do not carry change. Passes can be purchased from the bus driver, or online at [www.treasurevalleytransit.com](http://www.treasurevalleytransit.com).

## **Wheelchair Lifts**

All buses are equipped with wheelchair lifts. If you require the use of a wheelchair lift, our trained drivers will assist you in getting on and off the bus.

## **Luggage/Package/Groceries Acceptance**

**Luggage:** Can be stored under a passenger's seat or on a passenger's lap, as long as it does not protrude to another seat or otherwise interfere with other passengers. No luggage may be stored in the aisles or on the seats. **Grocery Bags:** Only allowed what you can carry in your arms. **Child Carriers:** Child must be in an approved car seat and secured properly. **Strollers:** Child must be removed from the stroller and it folded and stored.

## **Safety, Comfort & Courtesy**

To help make sure that everyone has a safe and comfortable journey, please observe the following travel tips and safety guidelines.

1. Please buckle your seat belt
2. Please reserve the seats in the front of the bus for elderly and passengers with disabilities
3. Please use electronic devices with headphones
4. Smoking is prohibited on the bus
5. Fold shopping carts, strollers and other objects out of the aisles
6. Help keep the bus clean by placing all litter in the trash can
7. Beverages & Food must be in a spill-proof container
8. Pets must be in pet carriers. Service animals are welcome on the bus

## **Disruptive Passenger Policy**

Disruptive, abusive, or argumentative passengers will not be tolerated. This type of behavior is unfair to other passengers and distracting to the driver. Without placing themselves or the passengers in danger, drivers shall request the problem passenger to discontinue the behavior immediately. Passengers who continue the objectionable activity shall be reported to the dispatcher (who may determine it necessary to contact the police). The passenger may be taken to the nearest public place and asked to leave the vehicle. The driver is to complete an incident report before the end of their shift. Continued or repeated misbehavior shall result in a suspension of service review to be conducted by the Transit Manager.