



# PASSENGER POLICY

## Passenger Policy

For the comfort and safety of PARTA passengers, we have established the following policy to provide everyone with a clear expectation for their behavior while on a PARTA vehicle or within a PARTA facility.

PARTA has multiple “vehicle” types, which may include Small Transit Vehicles (STV), Large Transit Vehicles (LTV), Buses, Trolleys, Cars or Trucks. For the purpose of this policy, the term “vehicle” may refer to any vehicle PARTA uses in passenger transportation.

### 1. Passenger Age

Passengers under the age of 10 years must be accompanied by a parent or adult.

### 2. Fare

Passengers must pay fare upon boarding the vehicle unless prior billing arrangements have been made. Exact change, valid ticket or pass is required. See PARTA's fare policy for current fare guidelines.

### 3. Smoking

In accordance with Chapter 3974 of the Ohio Revised Code, smoking is not permitted within transit vehicles, bus shelters, or terminals. Please report violations to 866-599-OHIO.

### 4. Graffiti and Vandalism

Passengers discovered to have vandalized PARTA property, including graffiti on PARTA's vehicles or within PARTA's facilities may be subject to suspension of service and to the penalties set forth in the Ohio Revised Code 306.99 (B).

### 5. Audio Devices

Passengers may not play an audio device unless using a headset and keeping the volume low so that others are not disturbed.

### 6. Communicating with the Vehicle Operator

Because maintaining the vehicle operator's attention on the road is of utmost importance, passengers should refrain from speaking to the operator while the vehicle is in motion.

### 7. Refusal of Transportation

The vehicle operator has the authority to refuse transportation to a passenger who may raise a direct threat to themselves, other passengers, or the vehicle operator. Passengers who appear to be under the influence of alcohol, controlled substances, or whose behavior or language appears abusive, offensive, or disorderly will be asked to exit the vehicle at the next safe location or not be permitted to board. This behavior may also result in a suspension of PARTA services.

Passengers are required to be fully dressed when boarding and riding the bus or while at PARTA facilities. All passengers must wear clothing covering the upper and lower part of their torso (such as tops and pants) and shoes. The vehicle operator has the authority to refuse transportation to a passenger whose clothing is not appropriate and/or offensive.

During a pandemic, or as required, passengers must comply with wearing a facial covering. Passengers who do not comply with this requirement will not be allowed to ride the bus.

## 8. Packages

PARTA will accommodate a reasonable amount of packages provided they do not disrupt or delay transportation for other passengers or cause a direct threat to the passengers or the vehicle operator. Passengers must maintain control over their packages and should not place any items in the aisles. PARTA is not responsible for lost or damaged items.

Prohibited items which are never permitted on a PARTA vehicle are hazardous substances or packages, such as:

- Car batteries
- Gasoline

PARTA will not permit passengers to board any vehicle with hazardous materials in quantities which exceed the regulations outlined by the Ohio Bureau of Motor Vehicles.

## 9. Strollers and Carts

- A. Vehicle operators and/or Supervisors will have the discretionary authority to determine if a personal utility cart (cart) or stroller is too big to be transported and if freight is too big or dangerous to be transported. Passengers are limited to two small carry-on bags/items that can be reasonably carried on their laps when seated and/or stowed safely under, or in front of, their seat. Large bags of recycled cans are not allowed on transit vehicles at any time. Carts, strollers, or other utility carts are allowed if they:
  - Are no greater than 30 inches tall, 18 inches wide and 18 inches deep.
  - Can easily/quickly negotiate vehicle door entrances and turns for any reason.
  - Do not contain loads that exceed the height and designated capacity of the device.
  - Do not have items that are wet, leaking, or considered hazardous for any reason.
- B. Passengers are also limited only to items that can be boarded in a single trip onto the vehicle without assistance from another person. Multiple trips to load bags, carts, strollers, or cargo are not allowed. Loads that require multiple people to maneuver bags, carts, strollers, or cargo on/off the vehicle are also not allowed.
- C. Passengers must stay with their carts, strollers, or cargo during the entire trip and hold onto their belongings firmly. Items will only be allowed to be placed on the front wheel well of a bus if the passenger sits adjacent to the item and has a firm grasp on it for the duration of the trip. Multiple items will not be allowed to be stacked in these areas.
- D. The interior area near any door shall always be free of carts, strollers, cargo, or other items, as this area is considered a main emergency exit. Loading items through the rear door of a vehicle, due to the front being full, is not permitted. Vehicle operators and/or Supervisors shall ask passengers in the front to move further back to make room for these passengers to board through the front door only.
- E. While operating a walker, cart, or other device, bags and other items must remain in control of the passenger at all times. The amount of cargo carried or attached to these devices is limited to what the passenger can place securely on his/her lap when seated and must not create a scenario where the device exceeds the maximum cart dimensions above. Packages must be removed and placed on the passenger's lap if blocking the aisle and/or if requested by the vehicle operator. Items or devices

allowed on the vehicle should be of such a size and nature that moving them to another area of the vehicle would continue compliance with this procedure.

- F. No more than three (3) different passengers with carts, strollers, or other cargo will be allowed on the bus or trolley at one time. Passengers with carts, strollers, and cargo trying to board when the bus or trolley is already at capacity will be required to wait for the next scheduled bus (fixed route only).
- G. Passengers with carts, strollers, or other cargo should sit in designated "priority" seating areas when available on vehicles and when space is available. Vehicle operators and/or Supervisors shall request that these passengers move to other areas, if they are seated in the senior/disabled (priority) section of the vehicles, in order to make room for wheelchair and other elderly or disabled passengers.
- H. Once on board the vehicle, a child may remain seated in the stroller as long as the child is strapped in the stroller and the stroller is secured in the securement area. If the securement area is not available, the child must be removed from the stroller and held in the lap of the adult passenger or in a seat alongside the adult passenger. Passengers with disabilities using mobility devices have priority in the securement area. (This rule does not apply to ADA Accessible strollers.) Folding strollers must be folded and placed under or between seats, unless the stroller is too full to do so or if the stroller is occupied and secured per above.

Operators shall not permit any greater quantity of freight or baggage in vehicles that can be safely and conveniently carried without causing discomfort or unreasonable annoyance to passengers. In no event shall aisles, doors, steps or emergency exits be blocked.

#### 10. Seating (*Fixed Route Only*)

Priority seating by the doors of vehicles is reserved for seniors and disabled passengers. *PARTA* requests passengers to relinquish their seat to seniors and people with disabilities if the seat is located in a wheelchair or priority seating area of the vehicles. These seats and areas may be designated by blue signs.

#### 11. Bicycles (*Fixed Route Only*)

Most of *PARTA*'s vehicles are equipped with exterior bicycle racks. If the vehicle is not equipped the passenger may board the vehicle with the bicycle as long as the bicycle does not create a direct threat to the passengers or vehicle operator and the bicycle does not block the aisle.

If the vehicle becomes crowded a passenger with a bicycle on board will be asked to exit.

#### 12. Food, beverages and Litter

Passengers should have all drinks and food contained in spill-proof containers. Passengers are responsible to take their belongings and trash with them when exiting the vehicle.

#### 13. Service Animals

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Service animals may not occupy a seat. Vehicle operators cannot and will not assume any responsibility for service animals.

Service animals are trained to perform a task or tasks required to assist a passenger due to a disability. Passengers will be asked to exit the vehicle if their service animal is not controlled or creates a direct threat to other passengers or the vehicle operator.

#### 14. Non-Service Animals (Pets)

Pets are required to be transported in a per carrier. The combined weight of the pet and carrier cannot exceed 20 pounds and cannot create a direct threat to passengers or to the vehicle operator. The carrier and pet must remain out of the aisle way and be in control of the passenger at all times.

#### 15. Non-Discrimination

Your rights under Title VI of the Civil Rights Act of 1964.

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Financial assistance.

Your rights under Americans with Disability Act (ADA) of 1990.

ADA prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

Complaints can be filed with:

PARTA

2000 Summit Rd.

Kent, OH 44240

877-743-3782

Or with:

The Department of Transportation, Federal Transit Administration

1200 New Jersey Ave, S.E.

Washington, D.C. 20590

866-377-8624

#### 16. Penalty

Violation of the rules established by PARTA to provide safe and reliable transportation on its vehicles or within its facilities may be subject to suspension of service and to the penalties set forth in the Ohio Revised Code 306.99 (B).