

# Passenger Policies

## Clovis Transit Stageline

Policies related to Stageline public, fixed-route services:

### **Rules**

The following are prohibited on Clovis Transit buses:

- Littering, marking, defacing, or damaging the vehicle and/or its contents or bus stop.
- Posting, distributing, or displaying any sign, advertisement, circular, handbill, or other written material without prior approval.
- Unauthorized exhibition or display of any object or merchandise for sale or soliciting for a commercial service.
- Performing ceremonies or making speeches or orations.
- Profanity, cussing, or inappropriate topics of conversation.
- Food and beverage (unless in sealed containers).
- Smoking
- Boarding a vehicle while not properly clothed, including footwear.
- Loud music, excessively loud speech, and cellular phones using speaker phone mode.
- Activities that would negatively impact the health and/or safety of other passengers or the driver.
- Non-compliance with bus driver instructions.
- Activities that would negatively impact the health and/or safety of other passengers or the driver.
- Items, odors, or photographs that are offensive or a potential safety hazard to other passengers
- Committing or attempting to commit any activity that would constitute a violation of any federal, state, or local statute or ordinance.

### **Policy on Service Animals and Pets**

Service animals are welcome on Clovis Transit vehicles. A "service animal" is any animal specifically trained to work or perform tasks for an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. If an operator is unsure that an animal performs a service function, the operator may ask the passenger if the animal is trained to provide a service. However, persons boarding with service animals are not required to have a certificate or license.

For safety reasons, Clovis Transit recommends service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift

mechanism.

Service animals are permitted to accompany individuals with disabilities in Clovis Transit vehicles and facilities. The animal must be on a lead or leash, or in a carrier, must not interfere with other passengers and must be under the constant supervision and control of its owner. If a service animal misbehaves, the passenger will be asked to remove his or her animal from the vehicle or facility. If there are multiple occurrences of misbehavior, the animal's boarding privileges may be revoked. Some examples of misbehavior would be soiling the vehicle, growling at or harassing passengers, or the operator, or other service animals.

Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of "service animals" are not permitted in Clovis Transit vehicles or facilities. The cage or carrier must be small enough to fit on the person's lap. The animal must not misbehave as described above.

### **Policy on Transfers**

Clovis Transit does not provide transfers to FAX because the service is free.

### **Policy on Transporting Other Life-support Equipment**

Passengers may travel with respirators, portable oxygen, and other life-support equipment, provided such transport does not violate laws or rules related to transportation of hazardous materials.

### **Policy on Transporting Bicycles**

Clovis Transit Stageline vehicles are equipped with bike racks that allow for the transport of two bicycles at one time. Passengers are required to load and unload their own bike, and to inform the driver that they will be removing a bike when their destination is reached.

Each bus is equipped with a rack that accommodates two bikes. Bike racks are on a first come, first served basis. If the bike rack is full, the passenger will not be allowed to take the bike inside the transit bus.

### **Policy Prohibiting Disruptive Behavior**

Service will immediately be denied on a long-term basis to passengers who engage in violent, seriously disruptive, illegal conduct, or endanger the health and safety of other passengers.

Such conduct includes, but is not limited to: threats of fear or physical or verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations; unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating bus riding rules, including but not limited to smoking in the bus, standing while it is in motion, eating or drinking without medical indication, or defacing equipment; refusing to comply with other requirements specific in Clovis Transit policies; or providing false information in order to qualify for certification.

Passengers over the age of 18 who are disruptive, intoxicated, or otherwise endangering the welfare of the driver or passengers may be asked to exit the vehicle prior to their destination, and/or the driver may contact police for assistance. Passengers under the age of 18 who are disruptive, intoxicated or otherwise endangering the welfare of the driver or passengers, will be referred to Clovis Police. In the event the transportation is to/from school, the student may be returned to their school for proper disciplinary action from school officials.

Endangerment to health and safety of passengers includes, but is not limited to: Bringing weapons or hazardous materials on the vehicle; bodily fluids or feces released from the passenger, their clothing or their mobility device; extreme poor personal hygiene; passengers with a known airborne communicable disease such as tuberculosis; and a service animal not under the control of its handler.

If the behavior or health hazard can be alleviated by the passenger traveling with an attendant, the passenger may be allowed to utilize the service while traveling with an attendant.

### **Policy Regarding Wheelchair Lift and Securement Use:**

Clovis Transit will transport passengers whose wheelchairs meet the ADA-regulated definition of a common wheelchair. A common wheelchair is a wheelchair or other mobility device that does not exceed 30 inches in width and 48 inches in length when measured 2 inches above the ground and that does not weigh more than 600 pounds when occupied. Passengers who are nearing the size or weight restrictions may be asked to have their occupied wheelchair weighed. Wheelchairs and their users shall be secured at all times during boarding, de-boarding, and transporting operations. Passengers who use scooter-type wheelchairs who are capable of transferring to a vehicle seat are strongly urged to do so during transport for their safety. Most scooters are not designed to safely carry a passenger while a transit bus is in motion. Passengers who need to use the lift to board but are not wheelchair users, may use the lift standing. If you have difficulty navigating the stairs in the bus, you may ask the driver to allow you board the vehicle by standing on the wheelchair lift.

While some wheelchair passengers may have their own lap belt, it is the policy of Clovis Transit that passengers utilize the shoulder/lap system that is secured to the vehicle unless a passenger expressly requests that it not be used.

Clovis Transit will secure wheelchairs and scooters within the interior of the bus. Unsecured wheelchairs or scooters can tip over, slide, or otherwise move dangerously during sudden stops or other vehicle movements. Unsecured wheelchairs are not only a potential safety issue for the wheelchair passenger but for all passengers who could be struck by an unsecured wheelchair. In order to ensure proper securement, the bus operator may utilize webbing loops or straps which would be attached to your wheelchair. If you are a frequent rider, the loops may be left attached for future boardings. Trainers may also schedule an appointment to visit your residence and mark your wheelchair with colored tape to note the safest location for your particular wheelchair design. If your wheelchair is deemed to lack suitable points on the wheelchair frame to properly secure the wheelchair (due to its design), the bus operator will attempt to secure it with the best of their ability. You may still choose to ride Clovis Transit with the wheelchair with the understanding that this may present a safety hazard to you, your wheelchair, or other passengers.

### **Policy on On-Board Camera Systems**

All Clovis Transit Vehicles are equipped with on-board camera systems that record both video and audio. Each bus has 5 or 6 cameras. Passengers or staff may request a camera be reviewed by the Transit Supervisor or other city staff for safety or customer service reasons. When requesting a review, please provide the following information: vehicle number, date and approximate time of incident, location of incident, describe the incident, and your contact information. Video footage is not ordinarily kept during the course of business. However, once requested to be reviewed, footage will be maintained for a period of time, or as necessary for litigation.

### **Policy on the Complaint Process**

An inquiry, compliment or complaint may be filed either by contacting Clovis Transit via phone at (559) 324-2770 or by email at: [clovistransit@cityofclovis.com](mailto:clovistransit@cityofclovis.com). Within 10 days of receiving the complaint, transit supervisory staff will investigate the incident and respond to the complainant. Please provide as much information as possible when filing a complaint including date, time, location, and event.

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