

## **WELCOME ABOARD!**

We would like to eliminate the doubts you may have about using the BTS buses. Learning to use public transportation is easy and enjoyable!

### **Stop Times**

In the center of a bus stop sign it will read, "The bus stops here at: 34." This simply means during operational hours, 34 minutes after each hour (1:34, 2:34, etc.) the bus will pass by this stop. When the sign has two times designated, such as 04 and 34 it means service is every 30 minutes, 4 and 34 minutes after every hour.

### **Getting On and Off**

As the bus approaches observe the destination sign and please have your exact fare ready; drivers do not make change. Seat yourself safely and quickly towards the back allowing the front seats for senior citizens and people with disabilities. Once seated, look for the driver's nameplate, bus number, information posted for holidays, bus rules and other notices. Relax and enjoy your ride! When you are near your stop, press the yellow strip (or pull cord) located along the windows to signal the driver. The strip will activate a chime, and the stop requested light will illuminate. Please do not stand until the driver has made a complete stop, then exit through the rear door.

### **Transfers**

Transfers switch you to a mainline route from an adjacent (feeder) route and vice-versa. As you board the bus and pay your fare simply ask the driver for a transfer. The transfer is dated, timed and must be used within the hour. As you board the transfer bus simply hand the driver your valid transfer to pay for the ride. Transfers are only valid between Main Line and Feeder routes and may only be used at the two (2) transfer locations.

### **Route and Schedule Materials**

Materials are made available to you at six (6) different consignment locations in the community. Schedules are available on all buses, on our web site, and you may request one by mail by [calling our office](#). Acquainting yourself with system materials will prepare you to have a fun and stress-free trip!

If you need additional help or information, please [call our customer service desk](#).

## **LOST AND FOUND POLICY**

All items of significant value that are found on the bus or district property will be reported immediately to the Supervisor. If a Supervisor is not available, the BTS office will be contacted. If the item is a purse or wallet, it will not be opened until a Supervisor and a witness are present and together. They will note what contents are present. The Supervisor will then take that item of value back to the office and contact the owner. If the owner is known and they ride the bus regularly, they will be referred to the office.

Other items such as books, mittens, umbrellas, etc. will be brought in at the end of each shift and tagged with route, date, and employee name. Items will be kept at our office for 30 days; after which it will be donated to the Gospel Mission.

If you have lost an item please [contact our office](#) during normal office hours.

## **TRANSFERS USE POLICY**

Transfers switch you from a mainline route to an adjacent (feeder) route and vice-versa. As you board the bus and pay your fare simply ask the driver for a transfer. The transfer is dated, timed and must be used within the hour. As you board the transfer bus simply hand the driver your valid transfer to pay for the ride. Transfers are only valid between Main Line and Feeder routes and may only be used at the two (2) transfer locations.

## **PASSENGER RULES OF CONDUCT**

Any person using a service or facility of Basin Transit Service Transportation District shall be subject to removal and suspension from use of those facilities and/or services under the following circumstances:

1. If he or she engages in verbal or physical abuse of another passenger or employee of the district.
2. If he or she refuses to pay the proper fare or refuses to follow the basic riding rules as posted in all district buses.

3. If he or she consumes, uses, or is under the influence of an intoxicant or illegal drugs.
4. If he or she engages in any behavior, performance, or display that disrupts the safe and efficient work performance of a district employee and/or the safety of any passenger or invitee of the district.
5. If he or she fails to comply with the reasonable orders or instructions of a district employee.
6. If the district receives written notification from any law enforcement agency, court, district attorney or similar agency, that the individual using the facility or service of the district is a danger to district employees, passengers or invitees.

## **PASSENGER SUSPENSION AND GRIEVANCE PROCEDURES**

1. In cases of an incident with a person on the bus or at a district bus stop, bus shelter, or other district facility; the district employee on the scene shall attempt to resolve the problem in an informal manner by counseling that person. If that effort does not solve the problem, the district employee will request that the person leave the bus or facility. If that person refuses, a Field Supervisor shall be called to attempt a resolution through further counseling with that person. If the problem is of an emergency nature, the police and the Field Supervisor will be contacted for assistance. The involved employee will prepare an Incident Report prior to the end of their work shift to include names and telephone numbers of witnesses.
2. When it appears the incident cannot be resolved by counseling with the Field Supervisor, that person will be asked to leave the bus or district facility voluntarily or with police assistance. The involved Field Supervisors will prepare an Incident Report prior to the end of their work shift to include names and telephone numbers of witnesses.
3. If the incident is an ongoing problem, part of a series of incidents or is of such a nature that the person's continued use of district facilities or services would or could constitute a danger to district employees, passengers or invitees; the Field Supervisor shall notify the person in writing outlining the issues and what corrective action must be taken. Delivery of written notice may be by mail or personal delivery by any district employee. In the event that corrective actions are not followed or the person is a potential danger to employees, passengers or invitees of the district, the Field Supervisor shall suspend that person's access to district services and/or facilities when deemed to be in the best interest of the district to do so. A suspension of privileges by the Field Supervisor shall be in one of the following increments: one (1) week; two (2) weeks; thirty (30) days; or, indefinite.

4. Notice of suspension shall be given in writing and shall include notification that, within ten (10) days from the date of notice, he/she may request, in writing, an appeal hearing before the General Manager and /or Assistant Manager.
  
5. If an appeal hearing is requested the effected person shall have the burden of proof in order to establish reinstatement of access to district facilities and/or services.
  
6. The General Manager's / Assistant Manager's decision shall be final. The decision may be to:
  - a. reinstate fully
  - b. impose conditional reinstatement
  - c. sustain the Field Supervisor's actions
  - d. suspend access privileges to district facilities and/or services indefinitely
  
7. If passenger's privileges are suspended indefinitely they may not apply for reinstatement until after ninety (90) days.

## **NO REFUND POLICY**

The district shall not provide a refund of the un-used portion of any pass, ticket, token, or cash fare. If a person loses access privileges to district facilities and/or services they forfeit the values of that pass, ticket, token or cash fare.

## **REPORT TO BOARD**

The manager shall report all suspensions to the board at the next following board meeting.