



## ***RIDE DIRECT***

### **RIDER CODE OF CONDUCT**

#### **LHC DIRECT**

LAKE HAVASU CITY TRANSIT

*To ensure a safe, respectful, and comfortable experience for all customers and employees, Lake Havasu City Transit (LHCT) has established the following Rider Code of Conduct.*

All LHC DIRECT rides are delivered as a shared ride service. This means that multiple service types—such as ADA Paratransit and general public demand-response (Microtransit)—are co-mingled within the same vehicles and scheduling system. This document covers both service types.

This methodology allows LHC DIRECT to maximize efficiency, reduce wait times, and provide equitable, accessible service to all passengers, while ensuring that the needs of ADA-eligible riders are always prioritized and fully met in compliance with federal regulations.

Prior to any adjustments to the customers service, LHC DIRECT will make every attempt to first educate the customer on conduct prohibited by this code when possible. However, any customer who continues to engage in prohibited conduct could face loss of access from LHC DIRECT services.

Conduct prohibited by this code is subject to reasonable modification under the Americans with Disabilities Act.

### **PROHIBITED CONDUCT**

LHC DIRECT services and facilities are for public transportation purposes only. LHC DIRECT will not provide transit services to customers who have exhibited behavior that is violent, seriously disruptive, or illegal. Prohibited Conduct includes, but is not limited to:

- Smoking, vaping, eating, or drinking alcohol on a transit vehicle
- Entering any transit vehicles, facilities, or properties when lacking the ability to care for oneself because of, intoxication, illness or medication (s); is prohibited
- Threats of physical harm to transit drivers and other customers
- Physical assault or battery on a transit driver or other customers
- Verbal abuse, including the use of profanity, intimidation, or altercation with a transit driver or other customers
- Damage to a transit vehicle or transit property



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### **CARRY ON ITEM POLICY**

Drivers cannot assist customers with carry-on items. In general, carry-on items are limited to what can easily be contained and controlled by the customer and/or companion(s). Items too large or too numerous to be reasonably controlled, carried or handled by a passenger are prohibited. In general, packages with a combined weight of no more than 20 pounds are welcome. All items must be stowed out of the aisles or walkways, may not be placed in unoccupied seats and must remain within the passenger's immediate control. Transit drivers may refuse to transport carry on items if deemed unsafe.

The following items are prohibited on Transit vehicles:

- Gasoline and other flammable liquids or gases
- Firearms, air guns, knives
- Car batteries
- Fireworks

Note:

- Use of Portable Oxygen: Oxygen tank / concentrator are allowed for passengers who require oxygen. The passenger must maintain control of the oxygen tank / concentrator. If the customer cannot transport the oxygen tank / concentrator or maintain control of the bottle/ concentrator, the transit driver may refuse to transport if it cannot be secured.

### **CUSTOMER HYGIENE**

Please keep in mind that LHC DIRECT is a Co-mingled service which means at anytime there could be a variety of customers on board when you are traveling. Failure to maintain a reasonable level of personal hygiene could be an issue due to the size of the transit vehicle. It is not LHC DIRECT's objective to enforce personal hygiene standards on the public, but in order to maintain a clean and safe environment to all who use LHC DIRECT's vehicles and property, customers who may contaminate an area due to blood, urine, fecal matter, or other body fluids will be refused transportation. This includes those whose body odor is so offensive that others would complain and/or vacate the immediate area. This also includes odors which unreasonably disturb others or interfere with their use of the transit system, whether such odors arise from one's person, clothes, articles, accompanying animal or any other source;

### **TRANSIT DRIVER ASSISTANCE POLICY**



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Transit drivers will assist individuals with disabilities with the use of ramps, lifts, and mobility device systems. If it is necessary for the transit driver to leave his or her seat to provide this assistance, they will do so. On transit vehicles that use a ramp for entry, the transit driver may have to assist in pushing a manual wheelchair up the ramp, particularly if the ramp slope is relatively steep. Transit drivers will ensure that customers with disabilities are able to take advantage of the accessibility and safety features on the transit vehicle. Transit drivers are not permitted to maneuver a mobility device up or downstairs or to physically lift customers. Transit drivers are not permitted to carry objects or to load or unload a customer's carry-on items. It is the customers' responsibility to load, unload and control all carry-on items. Customers needing more assistance than the transit driver is allowed to provide are encouraged to make other arrangements for assistance at their pick-up and drop-off locations.

### **PERSONAL CARE ATTENDANTS**

A Personal Care Attendant (PCA) is an individual who travels with an ADA with an eligible customer to assist that person. This may either be an employee of the eligible customer, a relative, a friend, or a care provider. The ADA defines a personal care attendant as someone designated or employed specifically to help the eligible individual meet his or her personal needs. PCA's and companions must have the same origin and destination as the eligible customer they are accompanying. LHC DIRECT strongly encourages passengers with health conditions, developmental, or cognitive disabilities to ride with a PCA. Transit drivers cannot serve as caregivers, guardians, or monitor the location where customers disembark. The service area includes many rural and remote regions that could be dangerous for customers without PCA's.

### **SERVICE ANIMALS**

**Please go to the Rider Tools page and look at LHC DIRECT SERVICE ANIMAL GUIDELINES**

### **SEAT BELTS**



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All transit vehicles are equipped with seatbelts, all passengers, including wheelchair and scooter users should use lap and shoulder belts provided. The transit driver will assist ADA paratransit customers with the belts as needed. Postural support belts attached to the wheelchair are usually not positioned correctly to restrain the occupant safely by themselves and are not strong enough to withstand crash forces. The terrain and road conditions in our desert region make securement and use of lap and shoulder belts especially important.

### **WHEELCHAIR LIFTS**

Boarding: Wheelchair and scooter users should board lift platforms with their back facing the bus (facing outward, not looking into the bus). This is important for properly maneuvering the passenger's wheelchair and for safety reasons as recommended by lift manufacturers. If a passenger is unable to board facing outward, or if they need to face inward for their own maneuverability reasons, they should alert the operator. Wheel Locks: Wheelchair and scooter users are required to set the wheel locks or power off the device when riding up or down on a lift.

### **WHEELCHAIR SECUREMENT**

Most LHC DIRECT vehicles can accommodate wheelchairs, as defined by the ADA. This includes manual wheelchairs, power wheelchairs, and mobility scooters (both 3- and 4-wheeled). Mobility device users must be able to maneuver into and out of designated securement locations. LHC DIRECT transports all wheelchairs and mobility devices that can be safely accommodated by LHC DIRECT vehicles and equipment.

Mobility devices exceeding the rated capacity of vehicle lifts may be denied access if they create safety or mechanical problems. Wheelchairs may not be transported with seats in a fully reclined position

LHC DIRECT has a mandatory mobility device restraint policy to ensure the safety of customers and limit potential damage to mobility devices and transit vehicles. All mobility devices should be secured to the floor of transit vehicles during transportation. Transit drivers will secure wheelchairs or scooters. Customers must set the wheel locks or power off the device when secured. Mobility devices must remain secure while the transit vehicle is in motion. Customers who fail to comply with this policy may be denied transportation, in accordance



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with ADA regulations. Transit drivers will call a supervisor or dispatch to report the refusal, and the refusal will also be captured and recorded through an onboard security system.

If a wheelchair or scooter cannot be secured adequately because of its design, or if vehicle tie-down equipment is broken or missing, the customer will be allowed to ride. The customer will be informed that riding unsecured is a potential hazard to themselves and other customers, and in the case of broken or missing tie-downs, what alternative transportation is available. For safety, customers using scooters (either 3- or 4-wheeled) or wheelchairs are strongly encouraged to transfer to a regular seat whenever possible, as recommended by most scooter manufacturers. The scooter will then be secured in the wheelchair area. Manual wheelchairs are folded and placed out of the aisle or secured as needed.

Power wheelchairs will be secured in the wheelchair space and power turned off. If both wheelchair locations are occupied and there is a customer in need, the transit driver will contact the dispatcher and advise the customer when the next transit vehicle arrives.

### **WALKERS AND ROLLATORS**

Walkers must be placed out of the aisles. Rollators (4-wheeled walkers with seats) must be folded and placed out of aisles. Walker and rollator users must sit in a regular bus seat. Walkers and rollators cannot be used as seats while riding the transit vehicle.

### **PRIORITY SEATING**

All individual needs to sit in a seat or occupy a wheelchair securement location, the transit driver will ask customers to move to allow the individual with a disability to occupy the seat or securement location. This includes individuals, except other individuals with a disability or elderly persons, sitting in a location designated as priority seating for elderly persons and persons with disabilities (or other seat as necessary) or individuals sitting in a fold-down or other movable seat in a wheelchair securement location.

### **CHILDREN RIDERS**

Children 9 years old and above do not require adults to ride with them. Children 8 years old and under require an adult to accompany them and be responsible for the child. Transit drivers are not permitted to carry children on or off the transit vehicle. Children under the age of eight or under 4 feet 9 inches tall, are required by law to use a child safety seat or other safety restraint system. The adults accompanying the child are responsible for providing such safety equipment and for securing it and for the child.



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### **FOOD/DRINK/TOBACCO/ALCOHOL/MARIJUANA**

Customers are prohibited from consuming food on any transit vehicle. Drinks are allowed only in an appropriate non-spill travel container that is securely sealed. Customers are also prohibited from consuming using tobacco, alcohol, and marijuana products in any form on the transit vehicle (including vaping/e-cigarettes).

### **GENERAL**

- Pay the correct fare for number of customers-fare is for each customer one way on the app.
- Disruptive conduct: loud, abusive, threatening or profane language, arguing, intimidating, fighting, delaying service
- Shoes and clothing are required
- Use headphones / ear buds when speaking on a cell phone or listening to music
- No corrosive or soiling substances, including biohazards
- Posting or distributing unauthorized materials.
- No eating, smoking, or alcoholic beverages
- Respect for transit property

### **BICYCLES**

LHC DIRECT does not provide accommodation for bicycles.

LHC DIRECT has the right to refuse service to anyone not complying with the Rider Code of Conduct, state and local laws, including direction given by the LHC DIRECT driver.



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