



RIDE DIRECT

LAKE HAVASU CITY TRANSIT RIDER CODE OF CONDUCT*

PASSENGER BEHAVIOR AND CODE OF CONDUCT

Passengers are expected to follow common-sense guidelines for behavior (hereinafter referred to as the "Code of Conduct"):

- Pay the correct fare for number of riders. Fare is per customer per ride
- Respect the transit driver and other customers
- Do not cause safety problems
- Use headphones
- No eating, smoking or littering
- No alcoholic beverages
- Do not harass transit driver or other customers
- Do not lie down on the seats or place feet on seats; occupy only one seat
- Respect transit property

PROHIBITED CONDUCT

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

- Repeated violations of the Code of Conduct, including smoking/vaping, eating, or drinking alcohol on a transit vehicle
- Threats of physical harm to transit drivers, other customers, or any other service personnel
- Inappropriate physical contact of any kind with a transit driver
- 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
- Harassment of 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.

The following items are prohibited on Transit vehicles:

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

No weapons of any kind are allowed on LHC DIRECT vehicles or facilities. Transit drivers may refuse to transport carry on items

- 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.

COMMUTER HYGIENE

LHC DIRECT strives to make the transport of passengers a pleasant experience. Any person(s) transported by LHC DIRECT should be mindful of other customers and their right to a clean environment. Good personal hygiene is necessary to ensure that everyone on board the transit vehicle is comfortable while being confined with others in a closed area. Therefore, all customers are required to adhere to the guidelines set forth in this policy. Any customer that refuses to follow the good personal hygiene policy, which includes proper bathing and wearing clean clothing, may be refused transportation services. The hygiene policy extends to service animals.



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TRANSIT DRIVER ASSISTANCE POLICY

Transit drivers will assist individuals with disabilities with the use of ramps, lifts, and securement 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 down stairs 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 customer's 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 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 customer disembark. The service area includes many rural and remote regions that could be dangerous for customers without PCA's.

USE OF SAFETY BELTS

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.



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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 of 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 securement policy to ensure the safety of customers and limit potential damage to mobility devices. All mobility devices should be secured to the floor of transit vehicles during transportation. Transit vehicles will secure the wheelchair or scooter. Customers must set the wheel locks or power off the device when secured. Mobility devices must remain secured while the transit vehicle is in motion. Customers who fail to comply with this policy may be denied transportation, in accordance with ADA regulations. Transit drivers will call a supervisor or dispatch to report the refusal and the refusal will also be captured and recorded on video.

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.



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Power wheelchairs will be secured in the wheelchair space. If both securement 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 will arrive.

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 a seat while riding the transit vehicle.

PRIORITY SEATING

When a customer with a disability enters a transit vehicle, and because of a disability, the 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

An adult accompanying a child is 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 adult accompanying the child are responsible for providing such safety equipment and for securing it and the child.

FOOD/DRINK/TOBACCO/ALCOHOL/MARIJUANA

Passengers 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 tobacco, alcohol, and marijuana products in any form on the transit vehicle (including vaping/e-cigarettes).

BICYCLES

LHC DIRECT does not provide accommodations for bicycles.