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CODE OF CONDUCT

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 Customer 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 will provide assistance to customers entering and exiting the vehicle which includes securing the customer in a seat or wheelchair restraints. Customers are permitted to bring on only the number of bags that they are able to manage independently without the assistance of the driver on one trip. If a customer brings more than he/she is able to manage independently, it will be the customer's choice whether to board with a manageable number of items or find alternative transportation to carry the remaining packages or decline the trip.

Portable shopping carts that can be safely secured or any type of equipment used to assist with transporting packages, groceries, clothing or other items are allowed. Carts can be no larger than 28.5" high by 12" deep and 15.5" wide and be able to be secured by the driver. When space is limited, priority must be given to wheelchair passengers.

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
- Bicycles and Electric Bicycles

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 (shared ride) 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. Strong or offensive body odors, including but not limited to those caused by lack of hygiene, heavily applied fragrances, or



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the odor of substances such as marijuana (even from prior use), may be considered a violation of this policy and may result in removal or denial of service.

Transit Driver Assistance Policy

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



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Seat Belts

All transit vehicles are equipped with seatbelts. For customer and driver safety the City recommends the use of the seat belts When riding with Transit. 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 customer's wheelchair and for safety reasons as recommended by lift manufacturers. If a customer is unable to board facing outward, or if they need to face inward for their own maneuverability reasons, they should alert the driver. 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



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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 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 individuals need to sit in a seat or occupy a wheelchair security 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



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other safety restraint system. The adults accompanying the child are responsible for providing such safety equipment and for securing it and for the child.

Food/Drinks/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. All fares are prepaid either on the app or through the dispatch office.
- 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/vaping, or alcoholic beverages
- Respect for transit property



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LAKE HAVASU CITY TRANSIT LHC
DIRECT / PARATRANSIT**

Trip Cancellations and No Shows

Types of Cancellations

- Late Cancellation: Cancelled less than two hours before scheduled pick-up time; recorded as a no-show.
- No Show: Vehicle arrives within the scheduled 30-minute pick-up window and the customer is not ready or refuses the ride.
- Missed Trip: Vehicle fails to arrive or arrives outside the scheduled 30-minute pick-up window; this is not recorded as a no-show

Cancelling a Trip

- Lake Havasu City Transit Dispatch at (928) 453-7600 to cancel a scheduled trip.
- Trips must be cancelled at least two hours before the scheduled pick-up time.
- Cancellations made less than two hours in advance are considered late cancellations, which are recorded as no-shows.

Patterns of No-Shows or cancellations

A repeated pattern of no-shows or cancellations may result in suspension of service.

A pattern is defined as:

1. Five no-shows or cancellations in a calendar month, or
2. 20% of total trips booked in that month are no-shows or cancellations.

Consequences of Violations

- 1st violation: Warning letter
- 2nd violation: 7-day suspension
- 3rd violation: 14-day suspension
- 4th violation: 21-day suspension



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Suspension of Service Policy

Lake Havasu City Transit is committed to providing a safe, respectful, and equitable environment for all customers and employees. Safety policies are established to proactively mitigate the risk of injuries to both staff and customers during all aspects of public transit service delivery, including, but not limited to, vehicle operations and equipment use, ensuring that transit services operate in a secure and reliable manner.

Failure to comply with the Rider Code of Conduct may result in disciplinary action, up to and including suspension of service privileges. Repeated violations that could compromise the safety, comfort, or well-being of others may lead to temporary or permanent suspension of service.

The process is as follows:

1. **Verbal Warning** – The customer will first receive a verbal warning explaining the behavior that is in violation and the expected corrective actions.
2. **Written Suspension** – If the behavior continues, the customer may receive a written notice of suspension detailing the reason for the suspension and the effective dates.

Customers have the right to appeal any suspension in accordance with Lake Havasu City Transit's established appeal process.

Appeals Process

If you receive a written suspension notice for Lake Havasu City Transit services, you or your representative may file a verbal or written appeal to review all prior verbal and written warnings.

Appeals can be submitted:

- By email: lhctransit@lhcaz.gov
- By phone: (928) 453-7600
- By mail: Lake Havasu City Transit, 900 London Bridge Rd, Bldg. B, Lake Havasu City, AZ 86404, Attn: Transit Manager
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Service will continue while your appeal is being reviewed. A decision on the appeal will be made within ten business days.

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.