



# Clinton Area Transit System

## Passenger Etiquette

It is the policy and practice of Clinton Area Transit System (“Clinton Transit”) to provide accessible, open-door, curb-to-curb or origin to destination service for all persons in Clinton County, Michigan; so long as the passenger can reasonably adhere to Clinton Transit standards that will ensure safe, peaceful, and comfortable transportation for everyone.

### **Safety Standards:**

The following is **prohibited** on **ALL** Clinton Transit vehicles. Violations of Clinton Transit’s safety standards may include, but are not limited to, the immediate removal of an individual from the vehicle, suspension of services, permanent termination of services, arrest, and prosecution.

**Eating, drinking or open beverage containers** aboard Clinton Transit vehicles, except for medical reasons.

**Smoking**, including e-cigarettes and vape pens, is not allowed on Clinton Transit vehicles.

Consumption of **alcohol or the possession of illegal substances**.

**Weapons** of any kind (except lawfully carried firearms), or possession of any hazardous, flammable, combustible, explosive, or corrosive material or items.

**Disorderly, loud or disruptive behavior**, including, but not limited to:

Obscene, threatening, inciting, or insulting language or gestures.

Running, yelling, or throwing of objects.

Hands, arms, or objects outside the vehicle.

Spitting, littering, vandalism or graffiti.

Fighting, mock fighting or roughhousing.

Kneeling, standing, or lying down on the seats is not permitted on Clinton Transit vehicles. Passengers must remain seated whenever the vehicle is in motion.

Loud or disruptive use of cell phones or other devices.

Any action that may interfere with or disrupt the safe operation of the Clinton Transit vehicle.

**Panhandling, soliciting, harassing, or intimidating** any person.

Lack of proper attire or hygiene. All passengers **must wear shirt and shoes**. All passengers must maintain an acceptable standard of hygiene. Passengers shall be reasonably clean and free from extreme or unpleasant odors.

**Tampering or intentional damage** of Clinton Transit vehicles or property. Passengers will be subject to termination of services and criminal prosecution.

**Leaking bags** of cans/bottles or containers are not allowed on Clinton Transit vehicles.

**Verbal abuse or physical assaults** to other passengers, Clinton Transit Drivers or any Clinton Transit staff will not be tolerated.

Objects, such as packages or shopping carts/wagons, cannot be in the aisle to avoid the obstruction or tripping hazard of persons boarding or exiting the vehicle or in the event of an emergency evacuation of the vehicle.

Clinton Transit is **not responsible** for lost or stolen items, or items damaged during the normal performance of transporting passengers. Lost and found items may be claimed at our main office during regular business hours, Monday-Friday 8am-5pm. Unclaimed items will be discarded after ten (10) days.

It is the policy and practice of Clinton Transit, its management, and employees, to make every reasonable attempt to provide and maintain service. However, in inclement weather or road conditions Clinton Transit management reserves the right to limit or decline service requests.

## Riding Tips:

Please be ready to board the vehicle when it arrives. Drivers will **wait 5 minutes** from the time of arrival at any time within the 30-minute pick up window. If no passenger is present, this will be considered a No-Show. A No-Show fare will be charged. Please refer to our No-Show Policy for more information.

Please have the **correct fare ready**. Drivers may not be able to make change.

Clinton Transit encourages all passengers to **use the seatbelts** that are available.

Passengers are required and responsible for **loading and unloading** their packages, such as groceries. Packages are **limited to 4 bags** or what the passenger and/or their Personal Care Attendant (PCA) can carry in **one trip** boarding and exiting the vehicle. Large packages are limited to 25 lbs. Passengers may use a shopping cart or shopping wagon that can be safely secured in the vehicle and does not interfere with the safety of others. Packages cannot be in the aisle or cause a tripping hazard on the floor. Packages are not to be left unattended. Clinton Transit is **not responsible** for articles that become damaged during transportation.

Children **under** the age of 3 must ride in a National Highway Traffic Safety Administration (NHTSA) recommended car seat and be accompanied by an adult over the age of 18 years old.

Children 3-18 years of age may ride unaccompanied by an adult. An Unaccompanied Youth Passenger Registration form for the minor child must be completed and received by Clinton Transit **prior** to riding unaccompanied. Please refer to the Unaccompanied Youth Passenger Registration form for more information.

Animals, except those used for service as defined by the Americans with Disabilities Act (ADA), must be transported in a suitable crate or container.

Passengers will be required to follow CDC federal, state and/or local mandates or emergency orders during an infectious disease outbreak.

Passengers will be required to wear personal protection equipment (PPE) during an infectious disease outbreak, if deemed appropriate. It is at the discretion of the Driver to refuse transportation anytime during an infectious disease outbreak for passengers suspected of illness, appear symptomatic, or are ill. Passengers who refuse to comply with PPE requirements during an infectious disease outbreak will be refused transportation services. If a passenger is refused transportation services due to suspected illness, an alternate source of transportation will be recommended and contact information provided.

Passengers who cannot conduct themselves according to the above passenger etiquette are subject to removal, suspension, and/or termination of services. If you see a problem or have a concern while on the bus, notify the Driver immediately.

For additional questions regarding passenger etiquette while riding the Blue Bus, please call the Dispatch office at (989) 224-8127.