

# **Liberty County Public Transportation System**

## **Passenger Guide**

The Liberty County Public Transportation System was initiated to benefit the citizens of Liberty County without regard to age, disability, sex, religion or race. It provides transportation for those individuals in the community and outside area, who otherwise would not be able to get around and/or out of town for medical or various needs. The transportation system plays a vital service to the citizens of Liberty County by transporting residents to medical appointments in and out of town, to other forms of transportation, to work, and then to other activities.

### **Passenger Code of Conduct**

To maintain a safe and comfortable environment for our passengers, the following conduct will be observed by passengers riding the Liberty County Transportation System.

- Cooperate with requests from Liberty County Transportation System.
- Be considerate.
- Respect the privacy of others.

Refrain from behavior that intrudes on the welfare of others including, but not limited to:

- Interfering with the safe operation of any Liberty County Transportation vehicle.
- Directing the drivers on how to operate the vehicle.
- Endangering or threatening the welfare of others.
- Refusing to wear a seatbelt.
- Bringing onto transit property, odors and substances which unreasonably disturb others or interfere with their use of the transit system, whether such odors or substances are from one's person, clothes, articles, accompanying animal or any other source.
- Demanding the drivers provide you extra services – i.e. going into your garage to get your wheelchair, going into the store to pick you up, demanding the driver take you home first even if other passengers were on the van before you, unlocking your house door, etc.

### **Personal Care Attendants**

If you need the assistance of another person in order to complete your trip or its purpose, you may take a Personal Care Attendant with you. If we determine you are not capable of using the service independently from trip reports, you will be asked to have a personal care attendant. An attendant or family member must accompany a passenger that requires more assistance than riding on the lift or being pushed to the door in a wheelchair.

For safety reasons, Liberty County Transit staff may request that passengers be accompanied by a personal care attendant.

### **Refusing Transportation**

Employees have the right to refuse service to anyone that has medical needs beyond the employee's capability. Also, passengers who are intoxicated, conduct themselves in a manner objectionable to other passengers (uses profane language, spits, etc.) or for other disorderly conduct that may be offensive, cause discomfort to other passengers, or any other reason that might harm or make it unsafe for the passengers, may be refused service.

### **Emergency Room Requests**

Passengers calling for rides to the emergency room will be informed that they must call 911 for assistance. Under no circumstances should the employee transport any riders who require emergency attention.

### **Procedures for scheduling rides**

Reservations are to be made at the Liberty County Transportation Office. When a person calls in he/she may be asked if they will require assistance in any way. This way, the dispatcher will know whether or not the transportation assistant is needed for the trip. To help serve you better, we ask that you observe the following four (4) tips:

1. Prepare for your call.
2. All rides need to be scheduled with the Transit Office. It is not the driver's responsibility to remember your reservation.
3. Remember Communication (**Use of boisterous, loud, profane, or vulgar language is prohibited when scheduling rides or when receiving the ride**) This is unacceptable and will not be tolerated.
4. Have your trip information ready and organized.
  - Name
  - Date of travel
  - Origin address
  - Destination address
  - Desired arrival time
  - Desired pick-up time
  - Whether help is needed from your door to the vehicle
  - Whether you use a wheelchair or walker
  - Whether a personal care attendant, one or more companions, or a service animal will accompany you.
5. Be ready to go at the scheduled time. **PREPARE FOR YOUR CALL**

### **Pick Up for Trip**

The following guidelines will be followed to allow door-to-door service to be provided safely and efficiently:

- Drivers will provide assistance to and from the ground floor of homes and destinations.
- Drivers will not enter private homes for any reason.

- Drivers Will not clear pathways of ice, snow, or other barriers
- Drivers will assist passengers into and from the main entrance door of hospitals, offices, and shops.
- Drivers will not enter nursing homes, medical facilities, shopping centers, businesses, or other public buildings in an attempt to find passengers.
- Drivers will not carry passengers up or down steps.
- Drivers will not assist with shopping and carry packages.
- Drivers will not dress passengers/assist with bathroom duties.
- If a passenger uses oxygen, the tank must be portable (i.e., the passenger must be able to carry the tank into the vehicle themselves and change the tank themselves. If the passenger is in a wheelchair, the tank must be attached to the wheelchair. Once on board, the portable oxygen tank must ride in a secure location, for example, in the passenger's lap, or in the designated secured tank holder on the bus.

### **Return Trip**

When return trip is scheduled rider needs to be at pick up location or be able to access location. Driver will not go into building to get rider. Driver will wait 5 minutes and will call dispatch for approval to leave to pick up other riders.

### **Out of Town Trips**

Liberty County Transportation will have scheduled days of the week that out of town trips will take place. It is first come first serve on the out of town trips. Riders might need to call a week in advance to reserve a seat for an out of town trip. Liberty County Transportation System may limit the number of stops allowed by a rider. The driver will give each rider a pick up time at each location so the bus will be able to return back to Chester in a timely manner. If for any reason you are not ready to board when the bus is leaving such as being in the care of EMS, emergency room or police custody you will be required to find another ride home.

### **Trip Reports**

Driver will document any issues that have arisen from the trip (vehicle, fluids, maintenance, and riders). These will be filled out for any incidents. Trip report documents will be filled out and turned into the Transit Office after the trip.

### **Non Smoking Policy**

The driver, nor any passenger, on a county transportation vehicle, is permitted to smoke in any of the vehicles.

### **Cell Phone Use**

The Driver will not talk on the cell phone while the vehicle is in motion.

### **Service Animals**

Service animals are always welcome. The passenger must have the service animal fully under control at all times so as not to disrupt other passengers or the schedule. Drivers cannot and will not assume responsibility for service animals. At the time of scheduling a ride, please indicate if a service animal will accompany you. Pets must ride in a carrier.

### **Infractions:**

If a passenger violates the Liberty County Transportation policy and procedures, they will be issued a written warning from the transit manager. The written warning will explain to the passenger why they are receiving the letter and what issues have been violated. Further violations of the Liberty County Transportation policy and procedures will result in the following:

Failure to adhere to behavior guidelines will result in the passenger being prohibited from riding the bus for a period of time as follows:

1. *First offense* is for a period not to exceed thirty (30) days for the first Prohibition Order.
2. *Second offense* is for a period not to exceed ninety (90) days from the second Prohibition Order issued within a rolling one-year period.
3. *Third offense* is for a period not to exceed one-hundred eighty (180) days for a third or subsequent Prohibition order issued within a rolling one-year period.

**Any infraction may be appealed by contacting Liberty County Council on Aging Office at 406-759-5244.**