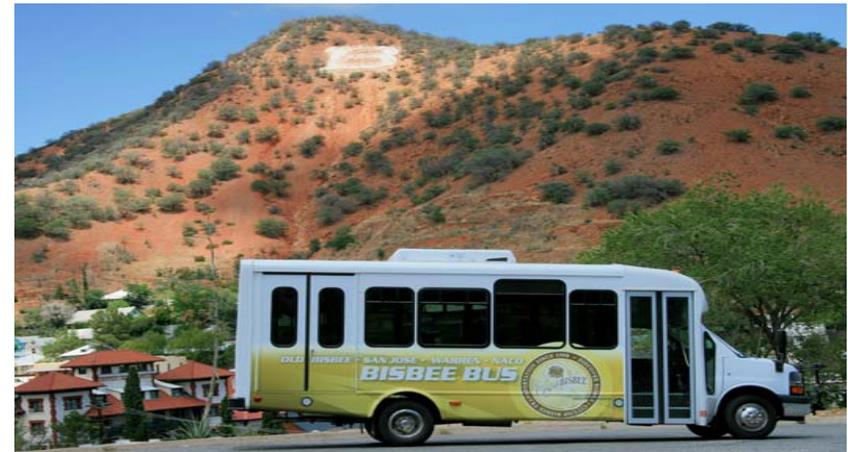


Bisbee Bus



Passenger rules of conduct & Frequently asked questions

"Welcome Aboard and Enjoy Your Ride"

Bisbee Bus Administration:

(520) 432—6016/6002

Bisbee Bus Dispatch:

(520) 364-4474

Or dial **711** for TRS (TTY/TTD)

Bisbee Bus complies with Title VI of the Civil Rights Act of 1964. Service will be provided without regard to race, color, sex or disability. To file a civil rights complaint, contact:

ADOT Civil Rights Office

1135 N. 22nd Avenue

Mail Drop 154A

Phoenix, AZ 85009

(602) 712-7761

Additional Questions, Comments, Concerns and Suggestions can be forwarded to:

Bisbee Bus

1415 Melody Lane, Bldg. E

Bisbee, AZ 85603

(520) 432-6016/6002

Or dial **711** for TRS (TTY/TTD)

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How do I register for the SEAGO Area Agency on Aging Transportation Program?

In order to qualify for this service you must complete an application/registration form, must be over the age of 60, and must provide a picture ID and proof of residency. Or if under 60 with a disability, you must provide a picture ID and proof of residency and your award letter. Once approved, participants are provided an ID card/pass that allows them to ride for free. For more information, please contact:

Bisbee Bus at 432-6016/6002.

How do I schedule a route deviation?

Drivers can deviate up to one (1) mile from the regular route to pick up and drop off persons. An additional fee of 50 cents per person is charged. Arrangements for route deviation must be made 24 hours in advance. To schedule a route deviation or to receive more information, please call Bisbee Bus Dispatch at 364-4474.

I don't know what my schedule is tomorrow. Can you hold my usual appointment time (s) until I call you?

The Bisbee Bus cannot hold your typical appointment time until you call. All appointments are made on a first—come, first served basis.

Do you have a route that runs in Elfrida during the week?

Douglas Rides offers service to Elfrida, every other week on Friday. For more information contact the Transportation Office at:

(520) 364-4474

I have a complaint. Who do I talk to?

If you have an issue that can't be resolved by the Driver, please come by the City of Bisbee and talk to a staff person. All complaints are reviewed by the Supervisor and handled on a case-to-case basis. Your safety is our top priority. If you wish to remain anonymous, you can call

(520) 432 6016 / 6002 - Or dial 711 for TRS (TTY/TTD)

Service Complaints must be mailed to:

Transit Manager

City of Bisbee

Passenger Rules of Conduct

- 1. Dress code and hygiene-Please be considerate of other passengers in regard to personal appearance and hygiene. If a problem persists, a transit representative will handle the problem. Shirts and shoes are required.**
- 2. All passengers must be seated in an upright position with both feet on the floor or standing and holding a rail before the bus driver can move the bus. All seated passengers must remain seated while the bus is in motion.**
- 3. All aisles must be clear of any obstructions, including walkers, canes, groceries, shopping carts, bags, backpacks, strollers or any large items that could obstruct the aisle and become a safety hazard.**
- 4. Shopping carts cannot be used as a mobility device.** Shopping carts must be of the following dimension or smaller: 13" wide by 12" deep by 21" high. The cart must be safely secured in transit and must not block the aisles.
- 5. Food and drinks are not to be consumed on the bus.** Only bottled drinks with screw-cap lids are allowed on the bus but may not be consumed in transit.

Rules Continued...

6. **Behavior—A driver may refuse service to any individual who threatens the safety and comfort of the other passengers.**
7. **Payment of Fares** —All passengers are required to pay the appropriate fare when they board the bus. **Bisbee Bus drivers do not carry change.** It is the passenger's responsibility to have exact change when boarding the bus. The bus driver will refuse service for non-payment.
8. **Monthly Passes** — Passengers who purchase monthly passes are required to **show the bus driver their current pass each time they board the bus.** If a passenger cannot produce their pass, the bus driver will require payment prior to boarding the bus.
9. **Children** — All children ages 12 and under must be accompanied by a parent or guardian on the bus. It is the parent or guardian's responsibility to make sure that children stay seated at all times while on the bus. Infants and toddlers must be held in the parent or guardian's lap during transit. Changing of diapers is not permitted on the bus for the safety of the child and for sanitary reasons.

I was waiting at the bus stop and the bus never came. What happened?

Sometimes a bus may run late for various reasons beyond our control. For example, buses can break down and it can take up to an hour to get another bus to take over for that route. To find out if your bus is running on schedule, you can call Bisbee Bus dispatch at (520) 364-4474 and they will let you know when to expect the bus.

Why was the bus late?

There are several reasons why the bus could be running late. Traffic volume and unforeseen accidents on the route can delay a bus a few minutes. It also takes a few minutes for our drivers to assist disabled passengers on and off the bus. We try our best to remain on schedule but please be patient if we run a few minutes behind. If you have an important appointment to attend, plan on traveling at least an hour earlier than usual in case we have unexpected delays.



FAQ's



Can I bring a baby stroller on the bus?

Yes, but the stroller must be folded up during transit and you must hold your baby in your lap during transit. This is the safest way for your baby to ride on the bus. Large or non-collapsible strollers may be allowed if space is available. If space is not available, the bus driver will pick you up on the next trip.

I was walking to the bus stop and the bus passed by even though I waved at them. Why didn't they stop for me?

The buses are only allowed to stop at the designated bus stops for safety reasons. It is the passenger's responsibility to be at the bus stop before the bus arrives. We recommend getting to the bus stop at least 10 minutes prior to the scheduled pick up time.



10. Wheelchairs-Passengers who use a wheelchair must have their footrests attached to their chair in order to board the bus. The bus driver will help with boarding and exiting the bus. Wheelchairs must also face forward during transit under ADA guidelines.
11. Mobility devices-Walkers, canes, crutches, wheelchairs and braces are the only mobility devices allowed on the bus. Mobility devices must be folded if they are capable and held by the passenger during transport. They must not be kept in the aisles. Shopping bags may not be secured to walkers as this situation presents a safety hazard.
12. Solicitation-Solicitors of any kind are not to sell papers, merchandise or solicit any funds for any purpose aboard the buses, or at any bus stops.
13. Tobacco-Chewing tobacco and smoking in and around the bus is prohibited.



FREQUENTLY ASKED QUESTIONS?



How do I catch the bus?

The city has a number of bus stops in Old Bisbee, Warren, and San Jose.

Check a bus schedule for one nearest your home. Some stops may not have regular pick-ups. So, a person would have to wave the bus down. The drivers will stop.

Schedules are available at 1415 Melody Lane, Bldg. E, the Senior Center, the Library, on any bus or at

<https://www.bisbeeaz.gov/2331/Bisbee-Bus-Program>

and look for the *Bisbee Bus Brochure 112016* link.

**This document is also available in alternative formats
upon request!**

Just call (520) 432-6002...Or dial 711 for TRS (TTY/TTD)

Fares & Hours

Why can't I bring my meals on the bus?

Despite the best intentions, accidents do happen and food and drinks often get spilled when carried on the bus. When this happens, it is mandatory that the bus driver stop the bus and clean the spill before service can continue. We do this to make sure passengers do not slip and fall as a result of the spill. Cleanup can delay service for an entire trip, therefore, Douglas Rides does not allow any drink without a screw-top lid or any food on the bus. Please eat your lunch and drink your fountain drinks before boarding the bus.



FAQ's

What is your policy on service animals?

Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or any other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the dog's ability to perform. Dogs whose sole function is "the provision of emotional support, well-being, comfort, or companionship" are not considered service dogs under the ADA.



Fares and Passes / Tarifas y Pases

Bisbee Bus Fares	Adult (19-59)	Seniors (60+)	Disabled	Student (7-18)
One-Way Cash Fare	\$1.00	\$.50	\$.50	\$.25
Monthly Pass	\$25.00	\$.75*	\$.75	7.50
Deviation from Route	NA	Extra \$.50	Extra \$.50	NA

* = Bisbee Bus Monthly Passes may be purchased from your bus driver.

Children under 6 years old ride free with an adult on all buses. Passengers under 8 years old must be accompanied by an adult.

Los pases mensuales de Bisbee Bus se pueden comprar desde el conductor de autobús.

Los menores de 6 años viajan gratis con un adulto en todos los autobuses. Los pasajeros menores de 8 años deben viajar acompañados por un adulto.

Do the drivers carry change?

No, the drivers do not carry change. It is the passenger's responsibility to have exact change before boarding the bus.

Bisbee Bus service is provided:

Mon. through Fri. 5:50 a.m. to 6:45 p.m.
Saturday 9:30 a.m. to 4:00 p.m.

Holidays:

New Years Day	Labor Day
Martin Luther King Day	Veterans Day
President's Day	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	

I use a wheelchair. Can I board the bus?

All buses are designed with low floor and equipped with ramps to accommodate disabled passengers. The bus driver will deploy the ramp before you board and will provide assistance boarding and exiting the bus. The wheelchair must be secured inside the bus, which the bus driver must do for you. For safety reasons, the wheelchair must face forward. If you have a power chair, it must be powered off during transit. If you have a wheelchair that folds up, you may choose to do so and sit in a seat. All wheelchairs must be equipped with a footrest. Bisbee Bus can accommodate all wheelchairs, and occupants will be transported if the lift, vehicle, and driver can physically accommodate them, unless doing so is inconsistent with legitimate safety requirements.



I need to take my pet to the veterinarian. Can I bring my pet on the bus?

Small pets can be transported on the bus as long as they are in a rigid, plastic pet carrier and prior arrangements have been made with Bisbee Bus by calling 364-4474. The bus driver may deny service if advance arrangements have not been made. Soft carriers are not permitted because they are not leak-proof.



OK

NO

FAQ's

I have a large item I need to bring home from the store. Can I bring it on the bus?

No, all items brought on the bus must be kept on your lap or behind your feet under the seat. Large items do not fit on the bus without blocking the aisles. For safety reasons, no large items are permitted on the bus. As a general rule, anything you bring home must meet the size dimensions of the shopping carts (see page 9). Also, nothing flammable is allowed on the bus, including explosives, gas cans, kerosene, car batteries, etc. However, oxygen for medical purposes is permitted.



What do I do with my walker on the bus?

Walkers must be collapsed while in transit. Bags cannot be tied to the walker because it makes it unstable. If you have trouble managing steps, you can ask the bus driver to deploy the ramp for you so that you can board or exit the bus with ease.

I am disabled and I travel with a personal care attendant. Do they need to pay a fare as well?

Personal care attendants do not need to pay an additional fare as long as they remain with you at all times. If the personal care attendant wishes to get off at a different stop, then they must pay the regular fare.

I am disabled and I cannot make it to the bus stop. Can I get picked up by my house?

Drivers can deviate up to one (1) mile from the regular route to pick up and drop off persons. An additional fee of 50 cents per person is charged. Arrangements for route deviation must be made 24 hours in advance by calling Bisbee Bus Dispatch at 364-4474.

I don't know what my schedule is tomorrow. Can you hold my usual appointment time (s) until I call you?

The Bisbee Bus cannot hold your typical appointment time until you call. All appointments are made on a first—come, first served basis.

For more info, please call Dispatch at 364-4474 .

FAQ's



The bus driver can refuse transportation if they feel a passenger has too many bags as it becomes a hazard to the other passengers. The bus driver cannot help load or unload the bags on the bus, so please only bring what you can carry on the bus. The bags must be placed on your lap or under the seat behind your feet. Bags cannot be kept in the aisles.

Can I put my bags on the seat next to me if it is empty?

The safest place to place your bags is in your lap or under the seat behind your feet. This ensures that all items are secure during transport and also keeps the buses sanitary for all passengers.

What size shopping carts are allowed on the bus?

Shopping carts must be of the following dimensions or smaller: 13 inches wide x 12 inches deep x 21 inches tall. They must be collapsed when not in use and may not be used in place of a walker.



Dimensions:

13 inches x 12 inches x 21 inches