



TUOLUMNE COUNTY TRANSIT

Fixed Route Service Policy

Revised ~~August-February 128~~, 2020~~18~~

For Information: (209) 532-0404

1. Service Hours

- 1.01 The Fixed Route service hours are 6:00 a.m. to 9:00 p.m., Monday through Friday. No service will be provided on the following holidays: New Years Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day and Christmas Day.

2. Schedules

- 2.01 Transit brochures, including schedules and service area map, may be obtained from the drivers on Transit buses, by visiting the website at tuolumnecountytransit.com, by calling the Tuolumne County Transit office at 532-0404 weekdays between 7:00 a.m. and 6:00 p.m., or by writing to Tuolumne County Transit, 13033 Sanguinetti Road, Sonora, California, 95370.

3. Fares

- 3.01 Upon boarding the bus, deposit the exact fare, *drivers do not carry change*, or show the driver your pass.
- 3.02 The Fare Schedule may be found in the Tuolumne County Transit Rider's Guide or on the website (tuolumnecountytransit.com).
- 3.03 Discounted fares are offered, with valid identification, to Seniors 60 years of age and older, persons with disabilities, veterans, persons of limited means with a current Medicare card, and those enrolled in high school or college with valid identification.
- 3.04 Passengers who have purchased a pass (day or monthly) are expected to travel with it at all times and may be asked by the driver to produce the pass for inspection at any

time. Failure to travel with a pass may result in the denial of transit service until the pass is produced.

4. Transfers

- 4.01 Passengers may transfer from Dial-A-Ride to any Tuolumne County Transit fixed route free of charge.
- 4.02 Passengers may transfer between Tuolumne County Transit routes, free of charge, where two routes connect directly delivering the passengers to their ultimate destination. Where no direct connection is offered, the passenger must utilize the next connecting bus to complete their one way trip. The passenger must state their intention to transfer upon boarding Tuolumne County Transit, and the transfer pass given by the bus operator should clearly state the end destination of the passenger.

5. Attendants

- 5.01 Persons certified as disabled (pursuant to the Americans with Disabilities Act) and requiring the assistance of a personal care attendant (PCA), may be accompanied by their PCA provided the PCA is picked up and dropped off at the same point as the passenger. A Personal Care Attendant is someone who is essential to the passenger for mobility. PCAs will not be charged a fare when accompanying a paying passenger.

6. Mobility Devices

- 6.01 Wheelchair/mobility device users should remain in their wheelchair/mobility device and, for their safety, wear a lap belt during loading and unloading. If possible, wheelchair/mobility device users are encouraged to transfer to a bus seat and secure the provided lap belt while riding on Tuolumne County Transit.
- 6.02 Wheelchairs/mobility devices are required to be in good working order with functional brakes.
- 6.03 Drivers will not push wheelchairs/mobility devices up or down inclines or over barriers.
- 6.04 Scooter users should transfer to a bus seat if possible.
- 6.05 All mobility devices will be secured to the bus.

7. Children

- 7.01 Passengers are encouraged to secure infants and small children in a child safety restraint seat fastened to the bus by a seatbelt or hold them on your lap.
- 7.02 Car seats are not provided by Tuolumne County Transit.

- 7.03 All passenger provided car seats must be secured by the passenger and are the responsibility of the passenger.
- 7.04 Children under the age of 10 years must be accompanied by an adult or older child (+12) to ride Tuolumne County Transit.
- 7.05 Children under the age of 12 years may ride Tuolumne County Transit free if they are accompanied by a fare paying companion.

8. Bicycles

- 8.01 Tuolumne County Transit offers bicycle rack service on fixed route buses. Space is on a first-come first-served basis. Riders are responsible for loading and unloading their own bicycles.
- 8.02 If bike racks are full, bicycles may be accommodated on the inside of the bus if space is available and not needed for wheelchair passengers. Bicyclists should be aware that if a wheelchair passenger boards, they will have to remove their bicycle from the interior of the bus.

9. Lost and Found

- 9.01 If you lose something on a Tuolumne County Transit bus, call the Transit office (532-0404) immediately. Items may be claimed at the Tuolumne County Transit office located at 13033 Sanguinetti Road in Sonora during normal business hours. *Items will be held for thirty (30) days only.*

10. Rules and Procedures for Riding on Tuolumne County Transit Buses

- 10.01 Fixed route buses may not stop at pick up locations if patrons are not clearly visible. Therefore, passengers awaiting fixed route buses shall wait in clearly visible areas or designated transit shelters.
- 10.02 On Demand (OD) stops shall be requested prior to the time of the preceding fixed route stop. At On Demand stops the driver will only wait 30 seconds for passengers to board the bus.
- 10.03 Mid-route "flag" stops may be accommodated only if the driver determines that conditions for stopping the bus are safe. Please wave down the bus only in areas where it is safe to stop.
- 10.04 Please let those exiting the bus to do so before boarding.

- 10.05 Please be patient when drivers are securing wheelchairs/mobility devices and assisting other passengers.
- 10.06 Ridership is limited to a space available basis. If seating is unavailable, standing in the aisle is permitted. If a bus is operating at full passenger capacity, no additional passengers will be permitted to ride. In such instances, the passenger must await the next available bus.
- 10.07 Remain seated, or in one place, when bus is in motion.
- 10.08 Keep aisles clear. Packages, strollers and shopping carts should be kept under the seats or folded between seats. Passengers must be able to control and attend to all of their own bags and packages while on the bus. Bags, packages, etc. must not interfere with other passengers or the available seating inside the bus, if needed by other passengers, nor can they block any aisles or ADA accessible areas. State law requires the area between the driver and the front door be kept clear at all times.
- 10.09 Eating is prohibited on all Tuolumne County Transit buses. Drinking of non-alcoholic beverages is permitted only from enclosed spill-proof containers.
- 10.10 Use of alcohol or tobacco products is prohibited on all Tuolumne County Transit buses and at all bus stop locations.
- 10.11 Music or video devices may only be played through earphones and at a volume unheard by other passengers.
- 10.12 Shirts and shoes must be worn at all times.
- 10.13 Wet clothing, such as swim suits, will not be allowed. However, wet clothing due to weather conditions is only discouraged.
- 10.14 No animals, except for service animals permitted by the ADA, are allowed on board Tuolumne County Transit buses or at bus stops. ~~Dogs are recognized as service animals under titles II and III of the ADA.~~ Service animals are defined ~~as dogs that are by being~~ individually trained to do work or perform tasks for people with disabilities. Service animals are working animals, not pets. The work or task ~~an animal dog~~ has been trained to provide must be directly related to the person's disability.
- 10.15 Spitting, urinating or defecating and offensive body odor or clothing soiled with bodily fluids on the bus or at bus stops is prohibited.
- 10.16 Large, bulky items are prohibited. However, fishing poles and other recreational equipment may be permitted at the driver's discretion. Items that roll, such as skateboards, must be held securely while on board.

- 10.17 All hazardous items, such as toxic materials (gasoline, explosives, flammable liquids, etc.) or unpackaged plate glass, are strictly prohibited due to public safety.
- 10.18 No firearms are allowed on board buses except for law enforcement officers, uniformed and properly credentialed security guards and other persons with applicable permits.
- 10.19 Always wait until the bus has departed before walking behind it to cross the street.
- 10.20 All persons using the transportation services provided by Tuolumne County are expected to conduct themselves courteously and with decorum. The privilege of using Tuolumne County Transit services may be suspended, either temporarily or permanently, in the event a passenger: (a) is abusive, offensive or insulting to any other passenger, the vehicle operator or any other Transit employee; (b) engages in any conduct or activity which is hazardous to himself or herself or to any other person; (c) damages, vandalizes or destroys any property of the Transit Operator or the County.
- 10.21 Refusal to comply with these rules may result in the passenger's removal from the bus and denial of their privilege to use Tuolumne County Transit services. Drivers are authorized to summon law enforcement officials to ensure passenger safety and efficient transit service.
- 10.22 Sheriff and Police officers, in and out of uniform, with proper identification ride Tuolumne County Transit Fixed Route free of charge.
- 10.23 Employees of the Transit Contractor and the Tuolumne County Transportation Council (TCTC)/Tuolumne County Transit Agency (TCTA) may ride Tuolumne County Transit Fixed Route free of charge.
- 10.24 When passengers are in a Tuolumne County Transit vehicle that is equipped with seatbelts the following is applicable:
- A. A passenger who is 16 years of age or older in a bus shall be properly restrained by a safety belt.
 - B. A parent, legal guardian, or chartering party shall not transport on a bus, or permit to be transported on a bus, a child, ward, or passenger who is eight years of age or older, but under 16 years of age, unless he or she is properly restrained by a safety belt.
 - C. Except as provided in subdivision (d), a parent, legal guardian, or chartering party shall not transport on a bus, or permit to be transported on a bus, a child, ward, or passenger who is under eight years of age and under four feet nine inches in height, unless he or she is acceptably restrained by a safety belt.
 - D. If it is not possible to ensure a child, ward, or passenger who is under eight years of age and under four feet nine inches in height is acceptably restrained by a

safety belt because of his or her size, a parent, legal guardian, or chartering party shall either secure him or her in an appropriate child passenger restraint system that meets applicable federal motor vehicle safety standards, or if the child, ward, or passenger is under two years of age, may authorize a parent, legal guardian, or chartering party to hold him or her.

10.25 ~~Transporting Other Life-support Equipment Passengers may travel with respirators, portable oxygen, and other life-support equipment, provided such transport does not violate laws or rules related to transportation of hazardous materials~~

11. In the event a passenger becomes involved in any activity of type described, such a passenger is subject to the following:

- 11.01 The driver of any Tuolumne County Transit vehicle shall have the right to deny service and demand that any passenger violating Tuolumne County Transit rules disembark the bus at any time, but will attempt to leave the passenger at a place where shelter and a telephone are available. If necessary, the driver will request assistance from local law enforcement officials to maintain law and order. In the event the driver denies service to any person, the driver shall submit an oral report to the dispatcher, as well as a written report with the person's name and address to the Transit Supervisor. The Transit Supervisor will forward these written reports to the TCTC/TCTA Executive Director.
- 11.02 The right of any passenger to ride on a Tuolumne County Transit vehicle may be suspended by the Executive Director for up to fourteen (14) days to protect the health, safety and/or welfare of Transit employees and/or other passengers. If the Executive Director determines that a suspension of more than fourteen (14) days is appropriate because of the need to protect the health, safety and/or welfare of the employees and/or other passengers, he may suspend the passenger for an additional period, up to the next TCTA hearing. Prior to ordering the additional suspension, the Executive Director shall give the affected passenger an opportunity to appear before him to present further information and evidence. The suspension period may be extended after a hearing is conducted by the TCTA.
- 11.03 The affected passenger (or his/her parent or guardian, if appropriate) shall be notified in a timely manner of the date and time of the scheduled TCTA hearing, if the person's name and address is known to Tuolumne County Transit staff. Notification shall be by registered letter or equivalent. The affected passenger shall have the right to appear at that Hearing and present any evidence that is relevant to the matter. At the conclusion of the Hearing, the TCTA shall determine whether the suspension should be continued and, if so, the term of such suspension. The affected passenger shall be notified of the decision of the TCTA within ten (10) days after the Hearing. As used herein, "days" shall refer to service days. Non-operating days of Tuolumne County Transit shall not be considered in computing any suspension time provided herein.

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11.04 Progressive disciplinary measures are as follows for Tuolumne County Transit passengers who have received previous suspensions:

- Initial Suspension- up to one year, with review by Transit Agency at 6 months.
- Tier 2- following a previous suspension, or a major policy violation, up to a 5 year suspension with review by the Transit Agency at one year intervals.

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