



Effective Date: July 1, 2024

RIDERSHIP POLICY

MISSION STATEMENT

South Central Regional Transit provides safe, accessible, efficient, and innovative transportation services that benefit our diverse local communities and the regional economy.

In the interest of promoting safe, accessible, timely, and professional services for our customers, all South Central Regional Transit passengers and visitors must abide by the passenger rules outlined below. For a full version of the rider guide please visit www.scrtd.org.

1. COURTESY

Passengers must act courteously at all times while riding the bus and waiting in transit facilities or at bus stops. Any passenger who verbally and/or physically abuses other passengers or the bus driver, engages in horseplay, fighting or inappropriate sexual behavior will be asked to exit the bus immediately and may be suspended. The bus driver may also contact law enforcement if deemed necessary.

2. SAFETY

The bus driver's role is to provide safe and accessible transportation for our

customers. Passengers must comply with the driver's instructions at all times. Passengers must be seated when seats are available; DO NOT move seats while the bus is in motion. DO NOT sleep or lie down on seats. DO NOT place feet on seats or seatbacks. Buses are equipped with cameras to ensure the safety of our passengers and our drivers.

3. ATTIRE

Appropriate clothing (shirts, pants/ shorts, and shoes) must be worn. Passengers who do not have proper attire will be removed from the property to be denied access to ride the bus.

4. PERSONAL HYGIENE

Passengers must maintain good personal hygiene so as not to offend other passengers. For the safety of bus drivers and passengers, anyone with soiled clothing or whose poor hygiene is disruptive or dangerous to others will not be allowed on board. This includes, but is not limited to, body eliminations, saliva, and blood.

5. SEAT BELTS

If available, please use seat belts. For your safety, the bus driver will secure wheelchairs, scooters, or bicycles before the bus proceeds. Passengers may not ride in an unsecured wheelchair or scooter. Power wheelchairs shall be powered down

while the wheelchair lift ascends or descends to prevent falls.

6. STANDING

Passengers must stand behind the standee line and hold the handrails or stanchions tightly for their safety while the bus is in motion. Wait for the bus to come to a complete stop before exiting the bus.

7. FARES

Passengers must pay their fare upon boarding the bus or show a valid pass to the bus driver.

8. LOST & FOUND

South Central Regional Transit is not responsible for lost or stolen items. To claim lost and found items, please call 575-323-1620. Arrangements can be made to pick up items during regular business hours.

9. EMERGENCY

In the event of an emergency and/or an evacuation of the bus follow the instructions given by the bus driver.

10. FOOD/DRINK/TOBACCO

Passengers are not permitted to consume food on the bus. Drinks are allowed ONLY in an appropriate non-spill travel container that is securely sealed. Regular and electronic cigarette smoking and chewing tobacco are not permitted in transit buses, facilities, or bus stops.

11. OXYGEN

Passengers are permitted to have portable oxygen or respirators in their possession. Passengers are required to maintain control of the devices. If assistance is needed, it is recommended that the passenger bring someone to assist them.

12. ALCOHOLIC BEVERAGES

No passenger is permitted to have an open container on board the bus. South Central Regional Transit District reserves the right for the bus driver to ask to see the contents of a package if they suspect it may contain an open container of alcohol.

Passengers deemed too intoxicated to maintain control of themselves will not be allowed to board the bus.

13. ILLEGAL DRUGS & LEGAL CANNABIS

Illegal drugs are not permitted on the bus at any time. Consumption of cannabis is not allowed on any federal or public land (including transit buses, facilities, or bus shelters). Any person possessing such drugs will be immediately reported to law enforcement. Passengers deemed too impaired will not be allowed to board the bus.

14. BAG LIMIT/ OTHER ITEMS

Passengers are limited to no more bags (backpacks, luggage) that can be carried in one load and must be physically controlled

by the passenger within the seating area. Carry-on items cannot block the aisle, wheelchair securement or emergency areas. Passengers are responsible for loading and unloading their bags.

Strollers and walkers must be folded and stored under or in the seating area. Small personal carts are allowed if stored between seats or on a passenger's lap. Segways and Carts cannot block the aisles. Wagons, dollies or large carts are not allowed.

15. WEAPONS

Weapons are not allowed on the bus. A weapon is described as any device capable of causing bodily harm to another individual. Any person found possessing a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.

16. SERVICE ANIMALS

Service animals accompanying an individual with disabilities are allowed on the bus and in transit facilities.

Passengers must maintain control of the service animal at all times and are responsible for the cleanup of their service animal as appropriate. Please keep service animals off seats. Pets and emotional support animals are not allowed on the bus.

17. DEVICE AND CELLPHONE USAGE

Radios, cellphones, and other sound-generating devices are not to be played aboard the buses. Headphones must be used when listening to music or watching videos. Cellphone conversations must be conducted in a hushed voice.

18. TIME

Please make yourself visible to the bus driver when the bus approaches. Passengers must be at the bus stop at least 5-10 minutes before the scheduled arrival time. If the passenger is unaware of the schedule, they are responsible for calling the South Central Regional Transit Office to inquire about the bus schedule and status.

[South Central Regional Transit Office](#)

575.323.1620