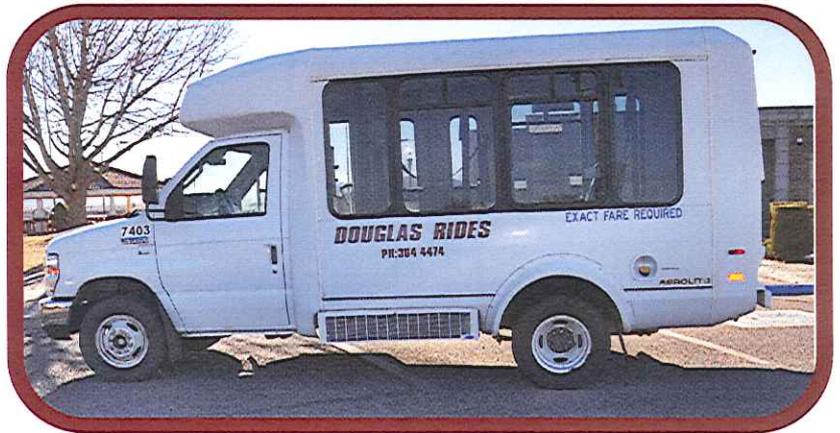


Douglas Rides

Passenger rules of conduct
&
Frequently asked questions



“Welcome Aboard and Enjoy Your Ride”

(520) 364-4474

Additional information

is available at our website:

www.douglasaz.org/transit



City of Douglas/ Douglas Rides





Table of Contents

PASSENGER RULES OF CONDUCT 1-3

FREQUENTLY ASKED QUESTIONS 4-16

HOW TO RIDE THE BUS.....	4
BUS FARES & PASSES.....	5
WHEELCHAIRS & WALKERS.....	6
PASSENGERS WITH DISABILITIES.....	7
GROCERIES ON THE BUS.....	8
SHOPPING CARTS.....	9
LARGE ITEMS.....	10
PETS.....	11
SERVICE ANIMALS.....	12
FOOD & DRINK.....	13
STROLLERS.....	14
MISSING THE BUS.....	14
LATE BUS.....	15
EL FRIDA ROUTE.....	16
COMPLAINTS.....	16



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 before the bus driver can move the bus. All 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. Douglas Rides 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.



11. 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.
12. 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.
13. 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.
14. Tobacco-Chewing tobacco and smoking in and around the bus is prohibited.



**FREQUENTLY
ASKED
QUESTIONS?**



How do I catch the bus?

Schedules are available from the Douglas Rides drivers or the Douglas Rides office located at 345 E. 16th Street Douglas, AZ 85607. You can catch the bus at any of the bus stops around town. If you have questions about when to catch the bus from a certain location, refer to the bus schedule, call Douglas Rides at 364-4474, or send an email to humberto.rivera@douglasaz.gov.





How much does it cost?

Basic Fare costs \$1.00 for one-way ride including transfers. Senior the age of 65 and older, students (kindergarten to college), and disabled passengers can ride at the discounted rate of \$0.75 per ride. In order to get the discounted fare, a Discounted Application must be completed and submitted to Douglas Rides. Children aged 5 and under ride free. Monthly passes are also available at the rate of \$25.00.

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. The bus driver has the right to refuse transportation if you cannot pay your fare.

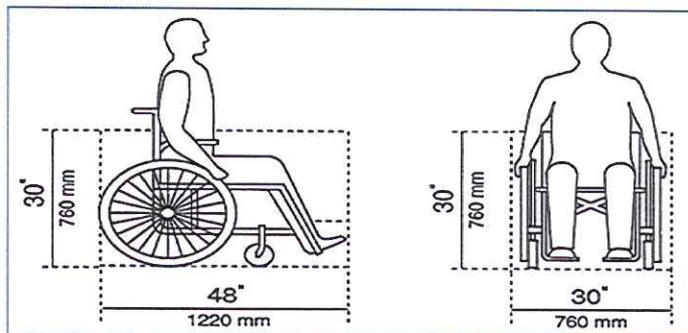
Where do I buy tickets and monthly passes?

Tickets and passes are sold at the Douglas Rides office. Cash and checks are accepted.

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. Douglas Rides can accommodate the ADA standard wheelchair with dimensions of 30 inches in width and 48 inches in length weighing up to 600 pounds when occupied. Larger wheelchairs will be permitted if they can be secured in the bus.

STANDARD ADA WHEELCHAIR DIMENSIONS





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?

Yes, Douglas Rides offers a curbside service for this situation. In order to qualify for curbside service, you must complete an application and submit it to Douglas Rides. Your doctor, social worker, or other professional needs to provide written verification of a disability as part of the application in order for curbside service to be authorized.

Appointments for curbside service must be made 24 hours in advance by calling Douglas Rides at 364-4474. The service is available Monday through Friday 8:00 am to 5:00 pm.

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 our feet. Bags cannot be kept in the aisles.

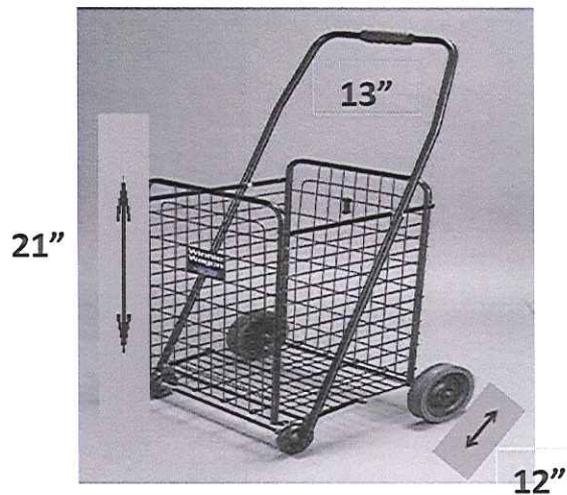
Can I put my bags on the seat next to me if it is empty?

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.



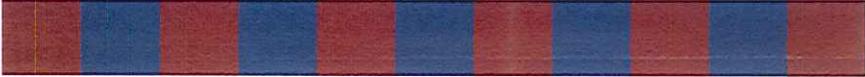
What size shopping carts are allowed on the bus?

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



FAQ's

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

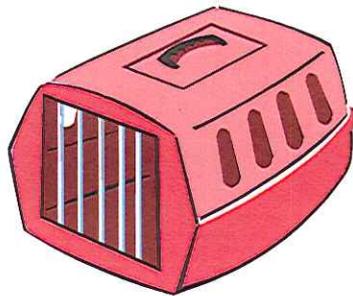
No, all items brought on the bus must be kept on your lap or behind your feet under the seat. Large items do not fit on the bus without blocking the aisles. For safety reasons, no large items are permitted on the bus. As a general rule, anything you bring home must meet the size dimensions of the shopping 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.





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 Douglas Rides 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

What is your policy on service animals?

Effective March 15, 2011, 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.



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.



NO



OK

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 5 minutes prior to the scheduled pick up time.





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 Douglas Rides 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.





Do you have a route that runs in Elfrida during the week? Our Elfrida route runs every other Friday please contact the office for further details.

I have a complaint. Who do I talk to?

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI

City of Douglas/Douglas Rides

The City of Douglas/Douglas Rides operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Douglas/Douglas Rides.

For more information on the City of Douglas/Douglas Rides' civil rights program, and the procedures to file a complaint, contact Humberto Rivera (520) 364-4474, City of Douglas/Douglas Rides, (TTY (520) 364-1582); email humberto.rivera@douglasaz.gov; or visit our administrative office at 345 E. 16th Street Douglas, AZ 85607. For more information, visit www.douglasaz.org

A complainant may file a complaint directly with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: **ADOT**: ATTN: Title VI Program Manager 206 S. 17TH Ave MD 155A RM: 183 Phoenix AZ, 85007 **FTA**: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590 .

Douglas Rides service is provided:

**6 day a week (Monday through Saturday)
between the hours of 8 a.m. and 5 p.m.**

Holidays Observed:

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

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

Douglas Rides

345 E. 16th Street

Douglas, AZ 85607

(520) 364-4474

Guia de Pasajeros/Titulo VI Disponible en Español

