

# CHEROKEE COUNTY TRANSIT

## DOWNTOWN & AROUND RULES & PROCEDURES

(All transportation passengers must observe the following rules)

Cherokee County Transit's goal is to provide our passengers safe and timely transportation.

**During an emergency all passengers will follow the direction of the operator.**

**Objectionable behavior: CCT reserves the right to refuse the transport of persons under the influence of drugs or alcohol, or who are incapable of taking care of themselves, or whose **conduct or behavior may be objectionable to other passengers, which includes profanity, and disorderly conduct.****

**Passengers are responsible for maintaining good hygiene to the extent that they do not endanger the health of others.**

**Intentional release of bodily fluids or waste is prohibited.**

**Passengers are responsible for taking measures to prevent unintentional release of bodily fluids or waste. Passengers should be dressed in appropriate attire to prevent the transfer of bodily fluids or waste to CCT vehicles.**

The operator also reserves the right to refuse transport of any materials that they consider unsafe.

**All passengers MUST wear their seat belt** at all times and remain seated when the vehicle is in motion.

**Eating and drinking are not allowed on CCT vehicles.** Food and beverages may be transported only if in a sealed container. Drinks must have a screw on lid.

**Drinking of alcoholic beverages and the use of tobacco products** on the vehicle are prohibited.

**Smoking, vaping and use of all tobacco products are prohibited on CCT vans.**

**Weapons** including firearms, knives, swords, and hazardous materials such as batteries, fertilizer and fuel cans are prohibited.

**Service animals, as defined by the Americans with Disabilities Act, are allowed and must be controlled at all times. Pets** are not allowed in CCT facilities or onboard the vehicles unless kenneled. **Passengers that have come in contact with animal waste must assure their persons and belongings are clean of waste to prevent the spread to CCT vehicles.**

**Electronic Devices** may only be used with earphones. Passenger is responsible for ensuring that they can hear communications from the driver at all times. Singing and loud conversation are distracting to the operator and are prohibited.

All persons with disabilities who board a CCT vehicle utilizing a mobility device will be required to ride in a securement location and utilize the available securement devices. Route deviation services will be provided on a curb-to-curb basis. Cherokee County Transit's drivers will assist riders with disabilities in boarding and disembarking from vehicles and in securing their mobility devices. All drivers who operate Cherokee County Transit's services will be proficiently trained in passenger assistance and sensitivity towards persons with disabilities.

Under no circumstances will Cherokee County Transit's staff provide weight-bearing assistance, leave a vehicle unattended with passengers on board, enter a rider's home, or take actions that would be clearly unsafe. If more extensive assistance is needed by the individual than the Cherokee County Transit can provide as a provider of

public transportation, the individual will be responsible for arranging for personal assistance. CCT staff will work with the individual and/or their caregiver/social worker to clarify parameters of the assistance provided by the driver and formally document this in a letter sent to the individual.

The amount of items carried on the vehicle will be limited to what the passengers can carry in one trip. All bags must be stowed underneath the seat. It is mandatory that the aisles be kept clear for safety reasons. **Please notify the operator of any belongings left behind by another passenger. Any unattended, suspicious looking boxes or packages should be reported immediately.**

**Children under sixteen years of age** must be accompanied by an adult. Any child under 8 years of age and/or less than 80 lbs will only be transported in a booster seat/car seat. This is the law; there are no exceptions to this policy.

All requests for deviations must be called in to the office before the top of the hour (:00) for outbound pickups and before the bottom of the hour (:30) for in bound pickups so they can be relayed to the operator before the vehicle leaves the layover point. Requests may not be made more than 30 min in advance of the pickup. If you request a pick up you need to be ready to go at the time of the request.

**Shoes and shirts are required.**

**Failure to comply with any of these rules may result in your loss of the use of the service. Please don't ask the operator to make exceptions.**

**Warning! There are recording devices on all vehicles that include both audio and video.**

**For information: 828-837-1789 (Option 1)**

1/12/20