

- a. If you need to change buses to complete your one-way trip, ask the driver for a transfer when you pay your fare.
- b. Transfers are issued at no extra charge and may be used for up to thirty (30) minutes after issuance.
- c. You cannot reverse direction of travel on a transfer.
- d. No transfer will be accepted when direct service is available.
- e. Transfers between Fixed Route and Dial-a-Ride are not permitted.

5. Mobility Devices

- a. Wheelchair users should remain in their chair and wear a lap belt during loading and unloading, as well as while riding on the bus
- b. Wheelchairs are required to be in good working condition with functional brakes.
- c. Drivers will not push wheelchairs up or down inclines or over barriers.
- d. All mobility devices will be secured to the bus.

6. Children

- a. Infants or small children should be fastened by a seatbelt or held on your lap.
- b. Children under the age of 6 years must be accompanied by an older child (12+) or an adult.

7. Bicycles

- a. Manteca Transit offers bicycle rack service on all fixed route buses. Space is on a first-come first-served basis. Riders are responsible for loading and unloading their own bicycles.

8. Lost and Found

- a. Manteca Transit is not responsible for articles left on the bus; however, we will do everything possible to help you retrieve a lost item.
- b. If you lose something on a Manteca Transit vehicle, call the Transit office at (209) 239-9236 immediately.
- c. Items will only be held for thirty (30) days.

9. Rules and Procedures for Riding on Manteca Transit Fixed Route Vehicles

- a. Fixed route buses may not stop at all pick-up locations if patrons are not clearly visible. Therefore, passengers awaiting a fixed route vehicle shall wait in a clearly visible area or designated transit shelters.

- b. Mid-route flag stops may be accommodated only if the driver determines that conditions for stopping the bus are safe. Please flag down the bus only in areas where it is safe to stop.
- c. Please let those exiting the bus to do so before boarding.
- d. Please be patient when drivers are securing mobility devices.
- e. 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 capacity, no additional passengers will be permitted to ride. In such instances, the passenger must await the next available bus.
- f. Remain seated, or in one place, when the bus is in motion. Proper wearing of seat belts is recommended.
- g. Keep aisles clear. Packages, strollers and shopping cars should be contained under the seats or folded between seats. State law requires the area between the driver and the front door be kept clear at all times.
- h. Eating and smoking are prohibited on all Manteca Transit buses.
- i. Radios, CD players and MP3 players may only be played through earphones and at a volume unheard by other passengers.
- j. Shirts and shoes must be worn at all times.
- k. Wet clothing, such as swimsuits, is not permitted. However, wet clothing due to weather conditions is permissible.
- l. Pets, other than service animals, are not permitted on Manteca Transit vehicles.
- m. Spitting, urinating or defecating on the bus or at bus stops is prohibited.
- n. 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.
- o. All hazardous items, such as toxic materials (gasoline, explosives, flammable liquids, etc.) or unpackaged plate glass, are strictly prohibited due to public safety.
- p. No firearms are allowed on board buses except for law enforcement officers, uniformed and properly credentialed security guards and other persons with applicable permits.
- q. All persons using the transportation system provided by the City of Manteca are expected to conduct themselves courteously and with decorum. The privilege of using Manteca transit services may be suspended, either temporarily or permanently, in the event a passenger:
 - i. Is abusive, offensive or insulting to any other passenger, the vehicle operator or any other Transit employee;
 - ii. Engages in a conduct or activity which is hazardous to himself or herself or to any other person;
 - iii. Damages, vandalizes or destroys any property of the transit operator or the City.

- r. Refusal to comply with these rules may result in the passenger's removal from the bus and denial of their privilege to use Manteca Transit services. Drivers are authorized to summon law enforcement officials to ensure passenger safety and efficient transit service.

10. In the event a passenger violates any of the above policies, passenger may be subject to the following:

- a. The driver of any Manteca Transit vehicle shall have the right to deny service and demand that any passenger violating Manteca Transit rules disembark the bus at any time, but should leave the passenger at a place where shelter and a telephone are available. If necessary, the driver will request the 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 City Transit Manager.
- b. The right of any passenger to ride on a Manteca Transit vehicle may be suspended by the City Transit Manager for up to fourteen (14) days to protect the health, safety and/or welfare of Transit employees and/or other passengers. If the City Transit manager determines that a suspension of more than fourteen (14) days is appropriate he may suspend the passenger for an additional period up to the next City Council hearing. Prior to ordering the additional suspension, the City Transit Manager shall give the affected passenger an opportunity to appear before him/her to present further information and evidence. The suspension period may be extended after a hearing is conducted by the City Council.
- c. 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 Council Hearing, if the person's name and address are known to Manteca 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 City Council shall determine whether the suspension shall be continued and, if so, the term of such suspension. The affected passenger shall be notified of the decision of the Council within ten (10) days after the Hearing. As used herein, "days" shall refer to City work days. Non-operating days of Manteca Transit shall not be considered in computing any suspension time provided herein.