



**Cortland County
Transit Passenger and Visitor Standards of Conduct**

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Policy/Procedure Number:

Organization Date (s):

Resolution No.: 52-24

Effective Date: 02/22/2024

Next Review: As Needed

Objective: The Cortland County Public Transportation goal is to provide a welcoming, safe, clean and affordable public transportation to the community. This policy is to help ensure the safety, health, and welfare of transit staff, passengers, and the general public.

Reference:

Legislative Policy Statement:

Responsible Department: The Planning Department is responsible for overseeing and making changes to this policy.

General Information:

1. Description of Services:

Cortland County offers fixed route and dial-a-ride services within Cortland County. Alternative modes of transportation may become available in the future.

Deviated fixed route is defined as buses that travel along a specified or fixed path; riders can board and exit the bus at designated bus stops or flag down the bus along this predetermined path. Flag down is defined by a passenger standing on the side of the road waving their hand to signal the bus to stop for them. All fixed routes are able to deviate up to three-quarters of a mile around the fixed route. Specific time and route information can be found on our website way2gocortland.org, or by calling the County Mobility Management Office at 607-756-3416.

Dial-a-ride service is defined as a curb-to-curb transportation service. The service will pick up at a designated address within Cortland County and take passengers to their destination within Cortland County. Trips must be scheduled at least 24 hours in advance.



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2. Passenger Policies:

A. Passenger Behavior

Cortland County recognizes its obligation to transport the public in a safe and efficient manner, and to provide a pleasant and clean atmosphere in which to ride.

Accordingly, Cortland County Transit has put into effect the following passenger behavior guidelines.

- No eating or drinking.
- No smoking, using tobacco or vaping.
- No consuming alcohol or illegal drugs.
- No spitting.
- No unruly, disruptive, or unsafe behavior.
- No gambling.
- No foul language.
- No soliciting/loitering of any kind.
- No destruction or vandalism of property, County or otherwise.
- No throwing items on or from the bus.
- No playing music in a manner that would bother other passengers or the Bus Operator.
- No blocking pedestrian traffic or the aisle unnecessarily.
- Shirt and shoes must be worn.
- Passengers must pay the appropriate fare or show the proper pass in order to ride.

To ensure the safety of all passengers, the Cortland County Transit reserves the right to remove and/ or deny service to any passenger who poses a threat to the safety of themselves or others.

B. What Passengers May or May Not Bring Onto The Bus

MAY BRING:

- Bags/Grocery Bags
- Luggage
- Portable respirators, concentrators, and oxygen tanks
- Skateboards and Scooters
- Walkers and other mobility devices



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The items are allowed onto the bus if they can fit between their feet, on their lap, and/or in the seat next to them and the item does not obstruct the aisle. All items **MUST** be under the control of the owner at all times and not obstruct the Driver's view of the interior of the bus.

Wheelchairs

All Cortland Transit Buses are equipped to accommodate wheelchairs or other mobility devices. All buses are equipped with mobility lifts to assist customers in boarding the vehicle.

Under the Americans with Disabilities Act (ADA), mobility device passengers do not have to wear a seatbelt or shoulder harness restraints. They do have to allow the transit entity to restrain the mobility device to the floor of the bus. It is Cortland County Transit's policy that the Bus Operator must offer to help and recommend the passenger wear the shoulder/seatbelt harness for their own safety. However, the passenger is allowed to refuse the offer.

Strollers and Carts

Passengers may board Cortland County Transit buses with a stroller or collapsible cart as follows:

- *Prior to boarding*, children may be removed from strollers OR
- Children may remain in strollers **ONLY** if the ramp/lift is used to board the bus. The parent **MUST** ride the lift with the stroller.

Cortland County Transit does **NOT** allow customers to lift strollers (with a child in the stroller) or carts containing items onto or off its buses.

Once on board the bus, children **MUST** be removed from their strollers and held in the laps or on the seat next to the passengers responsible for those children.

All strollers and/or carts **MUST**:

- Be folded up and stowed under or between seats.
- Not block the aisle.
- Grocery items in the cart must be bagged and removed from the cart, so the cart can be folded and stowed under or between seats.
- Be under the control of the owner at all times.



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Service Animals & Pets

Service animals and guide dogs are allowed on the bus at all times. Cortland County Transit bus operators are authorized to ask customers if the boarding animal is a pet. If the passenger responds that it is not a pet and indicates that it is a service animal, the passenger will be allowed to board with their animal without further question or delay.

For safety and convenience, small domestic pets are allowed on Cortland County Transit buses, provided they are contained in an enclosed animal carrier.

However, if the pet is disruptive or acts aggressive then the bus operator may ask the passenger to exit the bus with their pet.

Bikes on Buses

Bikes are not allowed inside Cortland County Transit buses. Most buses are equipped with bicycle racks on the front of the bus that can hold up to two (2) bicycles simultaneously. Bike racks on Cortland County Transit buses will accommodate bicycles with tires up to 2 and 1/4" wide by 27" high.

MAY NOT BRING:

- Firearms of all types; real, toy and replica
- Items with exposed sharp points
- Hazardous chemicals
- Explosives or flammable substances
- Gasoline, diesel, kerosene and other similar types of fuel or containers containing fuel.
- Items of Large Size and Quantity
 - Any item(s) brought on the bus must be of size or quantity as to fit on that riders lap, under the seat or if space allows, in the seat next to them. Items brought on the bus cannot obstruct the aisle, and must be secured by the owner at all times, so that if the bus operator must stop quickly, they will not fly forward.



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3. Procedures:

The Bus Operator will give one (1) warning to a passenger who violates any of the above rules. If the passenger refuses to comply with the violated rule, the Bus Operator will contact dispatch for the safety manager and general manager, who will evaluate and resolve the situation.

If the situation cannot be resolved to the satisfaction of both Bus Operator and passenger, the general manager will contact Cortland County Mobility Manager or related personnel to assess and at that time, may deny service to the passenger. If the passenger refuses to leave, Cortland County personnel will call the appropriate agency to have that passenger removed.

This policy will be viewed and updated annually.