



Elko County Transit Department
 GET (Greater Elko Transit) My Ride
 540 Court Street, Elko, NV 89801
 Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

PASSENGER CODE OF CONDUCT POLICY

CONTENTS

Passenger Code of Conduct Policy	2
Policy Statement:	2
List of Local Transit Policies	2
Courtesy Expectations.....	2
Authorized Representatives:	2
Bikes and Skating:.....	2
Boarding Procedures:.....	3
Bus Cleanliness:.....	3
Cancel Unneeded Trips:.....	3
Carry On Packages:	3
Children:.....	3
Clothing and Hygiene:	4
Companion:.....	4
Contact Information:	4
Driver Instructions:	4
Failure to Contact:	4
Fare:.....	4
Fare Evasion:	4
Fare Forfeiture:.....	5
Hand-to-Hand Transfer:	5
Lift:	5
Loud Noises:	5
Marijuana, THC, Etc.:	5
Personal Behavior:.....	5
Personal, Collapsible Shopping Cart:.....	5
Pets:.....	6
Prohibitions:	6
Posey Belts:	6
Reserved Seating:.....	6
Safety, Securement & Storage:.....	6
Seatbelts are Required:.....	7
Self-Sufficient:	7
Tobacco & Vaping:.....	7
Unintentional Misconduct:	7
Unallowable Request:	8
Appealing a Suspension	8



Elko County Transit Department
GET (Greater Elko Transit) My Ride
540 Court Street, Elko, NV 89801
Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

Passenger Code of Conduct Policy

POLICY STATEMENT: GET My Ride is concerned about the security and safety of the traveling public and the transit operators. We believe it is the obligation of each member of the traveling public to contribute to the safety of GET My Ride by refraining from inappropriate behavior, conduct and actions that could provoke violence, and by keeping the buses clean for everyone. The buses and facilities are for everyone, however, some activities that disrupt safety, the efficient operation of the service, or the rights of other passengers will not be tolerated.

To this end, a standard of conduct is expected from every passenger of the GET My Ride service. Anytime inappropriate behavior is exhibited on transit property, the passenger risks losing the privilege of using the GET My Ride service. Safety is everyone's responsibility, and we require anyone that witnesses inappropriate behavior in or around transit property to report it to the GET My Ride office before or after boarding any vehicle.

This policy is complimentary to other GET My Ride policies such as ADA Policy and Procedures, No-Show and Late Cancellation, and Appeals Policy. This policy does not repeat the ADA Policy, but compliments it.

List of Local Transit Policies

All public ridership information can be found at GETMyRideElko.com or elkocountynv.net.

- ADA Policy and Procedure
- Appeals Policy and Procedure
- General Complaint Policy and Procedure
- No-Show and Late Cancellation Policy and Procedures
- Passenger Code of Conduct
- Suspension Policy and Procedure
- Title VI Plan
- Transit Service Information and Instructions
- Ridership Brochure

Courtesy Expectations

AUTHORIZED REPRESENTATIVES:

Only the passenger or their authorized representative may schedule or cancel rides on your behalf. An authorized representative may be employed by a human service or a family member. If you would like to allow an authorized representative to schedule and cancel trips on your behalf, you will need to call, text or email dispatch with the request to add this person as their authorized representative.

BIKES AND SKATING:

You may not wear skates on board GET My Ride's vehicles. Skates, skateboards, scooters, and other sporting equipment are permitted to be carried on board but must always be under your control.



Elko County Transit Department
GET (Greater Elko Transit) My Ride
540 Court Street, Elko, NV 89801
Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

Bikes are welcome. They need to be secured to the bike rack on the front of the vehicle. If it does not fit on the bike rack, you can bring it onboard, space permitting, but it needs to be under your control or secured in the securement area.

BOARDING PROCEDURES:

Be ready to board the bus within the 20-minute pickup window. The driver will only wait 5 minutes for you to board the bus.

- Wait for exiting passengers before boarding.
- Stand back from the curb at least 2 feet.
- Notify the operator if you need assistance using the lift.
- Board the bus as quickly as possible, pay your fare, and take a seat.
- Once you have boarded, stay behind the white line (standee line).
- Stay seated until the bus has come to a complete stop and the driver opens the door.
- Wear your seatbelt and always remain seated during the ride.
- Parents, always supervise your children.
- Do not take up more than one seat.

BUS CLEANLINESS:

- Use trash receptacles, do not leave trash on the bus.
- Food and beverages may be brought on the bus in closed containers.
- Eating on the bus is not allowed unless it is for a medical condition.
- Look around, clean up behind yourself and take your belongings when you exit.

CANCEL UNNEEDED TRIPS:

To cancel a trip properly, you need to call, text, or email the dispatch office 1 hour or more before your ride or you may assess a no-show or late cancelation. The No-Show and Late Cancelation Policy is a separate policy that goes into detail regarding disciplinary action for not canceling rides with enough notice.

CHANGES TO SCHEDULED TRIPS:

All trips and trips changes are scheduled based on availability.

CARRY ON PACKAGES:

- All carry-on packages and belongings need to be carried onto the bus in ONE trip.
- Be sure the packages are stored safely, out of the aisles and within your control.
- The driver can only assist you with up to 4 packages with a weight of 25 lbs. total.
- Check that you have your belongings before you exit the bus.
- See "Personal Collapsible Shopping Cart" as a better option for carry-on Packages.

CHILDREN:

The program does not transport unattended children under the age of five (5) years old. For safety reasons, we require children to be in a secured child restraint seat or sitting in their own seat and buckled in.

Children, ages five (5) (school age) through seventeen (17), may ride the bus independently. Children riding independently: you must be able to sit appropriately in your seat with a seatbelt on. You must follow the



Elko County Transit Department
GET (Greater Elko Transit) My Ride
540 Court Street, Elko, NV 89801
Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

normal rules and code of conduct, such as using appropriate language and staying seated. GET My Ride will hold you and your parents responsible under this Code of Conduct Policy as any other passenger. This means that you may lose your privilege to ride the bus independently if you do not follow the rules.

CLOTHING AND HYGIENE:

- Wear clothes, including shoes, shirt, pants (dress or skirt) upon entering, exiting and for the duration of the ride.
- Obscene attire is not permitted.
- You must maintain appropriate, reasonable personal hygiene.
- Emanating a noxious odor from body, clothing, or possessions that disrupts service is prohibited, unless the odor relates to a disability or medical condition that is not caused by exposed wounds, bodily emissions, and/or exposed bodily fluids.
- Individuals with a communicable illness are encouraged to not board any GET My Ride vehicle.
- Individuals with exposed wounds, bodily emissions, and/or exposed bodily fluids are prohibited.

COMPANION:

You are welcome to schedule a companion to ride with you if there is space available at the time you schedule your ride. Your companion must share the same pickup and destination as you and pay the fare according to the fare schedule.

CONTACT INFORMATION:

You are responsible for keeping current contact information on file with the dispatch office.

DRIVER INSTRUCTIONS:

You are required to obey reasonable requests from the driver or any other GET My Ride representative. This includes whether carry-on items are acceptable. Conversations with the driver that distract him/her from the safe operation of the bus are prohibited.

FAILURE TO CONTACT:

If the dispatch office tries to contact you at least 3 times in no less than 2 sequential days, you may have your trips suspended until contact is made. If you do not contact dispatch within 5 business days, the dispatch office will cancel all future trips and subscriptions.

FARE:

You must have the correct amount and type of fare media ready before boarding the bus. If your fare is paid by a third party, please work with dispatch so they code trip tickets and collect fare correctly.

FARE EVASION:

All passengers must pay fare or have fare paid on their behalf, possibly through third parties, such as grants or transportation brokers. If you board a bus without either having the fare or having arranged fare payment, you may be refused service or have trips suspended. *To avoid leaving passengers stranded, GET My Ride will allow up to 2 trips to catch up fare that is in past due. Subsequent trips will be suspended until the past due is brought current.*



Elko County Transit Department
GET (Greater Elko Transit) My Ride
540 Court Street, Elko, NV 89801
Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

FARE FORFEITURE:

When you are refused service, removed from the bus, suspended for disciplinary reasons, your fare is forfeited.

HAND-TO-HAND TRANSFER:

Some riders need to have caregivers at the pickup and destination point. Should the caregiver not be at the destination within the five (5) minute window, the driver will move on in the schedule, with the rider on board. Dispatch will contact the caregiver and schedule the return trip. This will be assessed as a no-show and may lead to suspension from service (see the No-Show and Late Cancellation Policy).

LIFT:

All the buses are equipped with ADA (wheelchair) lifts installed. Although we follow specific ADA guidelines regarding the use of the lift for passengers with disabilities, the lift is available to all passengers. For the purpose of efficient scheduling, please let the dispatcher know you need the lift during scheduling. If you indicate you need the lift at the time of pickup or drop off, the driver will assist you.

LOUD NOISES:

- Loud noises are prohibited.
- Speak quietly when talking to others or using cell phones.
- Wear headphones to listen to audio or video media.
- Yelling, screaming, and fighting are prohibited.

MARIJUANA, THC, ETC.:

Although Marijuana has been legalized in the state of Nevada for recreational use, there are laws regulating its use in a public place. NRS 453D.400(2) states: "A person who smokes or otherwise consumes marijuana in a public place, in a retail marijuana store, or in a moving vehicle is guilty of a misdemeanor." Federal law prohibits the purchase and use of marijuana. GET My Ride must abide by Federal laws as it is governed by both the federal funding and by the USDOT regulations. For this policy, marijuana in any form is prohibited from being consumed or smoked in any form while on the bus or on or around GET My Ride property.

PERSONAL BEHAVIOR:

- Inappropriate, obscene, or disorderly conduct is prohibited including using profane, vulgar, foul, or abusive language, fighting or threatening to fight, spitting and lewd behavior.
- You must not physically abuse another rider or the driver.
- You must keep your hands to yourself and not touch another passenger or the driver.
- You must not sexually harass another passenger or driver.

PERSONAL, COLLAPSIBLE SHOPPING CART:

- To carry on more items, use a personal, collapsible shopping cart.
- You will be allowed to bring on ONE personal, collapsible shopping cart that can be secured in the bus.
- Bags and goods must be contained within the shopping cart, not hanging on the outside.



Elko County Transit Department
GET (Greater Elko Transit) My Ride
540 Court Street, Elko, NV 89801
Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

PETS:

Animals that are not service animals, including comfort animals, may ride on GET My Ride vehicles only if they are properly secured in a cage, kennel, carrier, or container and under the control of the passenger. Larger dogs may board without a kennel if they are muzzled, leashed, and lay under your feet during the ride.

For safety reasons, drivers are not permitted to assist with any pet or their containment unit. If you need assistance with a pet, please arrange to travel with a companion who can help you.

PROHIBITIONS:

- Wet or leaking items, believed to contain hazardous substances, are not permissible.
- Visiting with the driver, which distracts them from their focus on driving, is not permissible.
- Inappropriate, obscene, or disorderly conduct is prohibited including using profane, vulgar, foul, or abusive language, fighting or threatening to fight, spitting and lewd behavior.
- The use of illegal drugs or alcohol consumption and inappropriate behavior resulting from drug and alcohol use are prohibited on any part of GET My Ride's system or property.
- Federal regulations prohibit the transport of flammable or explosive materials, including automotive batteries, on transit vehicles. Battery packs for electric mobility devices and portable oxygen tanks are exempt from this requirement.
- DO NOT physically abuse another rider or the driver.
- DO NOT touch another passenger or the driver.
- DO NO sexually harass another passenger or the driver.
- DO NOT sell or peddle any goods, merchandise, or services.
- DO NOT urinate or defecate on or in a bus.
- DO NOT expose yourself on the bus.
- DO NOT bring firearms on the bus.
- DO NOT carry explosives, acid, or flammable liquid on the bus.
- DO NOT carry a knife or other sharp objects with you on the bus.
- DO NOT vandalize or graffiti the bus.
- DO NOT litter on the bus.

POSEY BELTS:

A posey belt is a security belt that is used to secure passengers into their wheelchair. If you are a passenger who uses a wheelchair and your wheelchair does not have a built-in securement system, or you are not able to use the built-in securement system, the driver will put a posey belt on you before loading the lift and take it off after alighting from the lift.

RESERVED SEATING:

Ambulatory passengers, you must vacate reserved seating at the front of the bus for seniors and people with disabilities when they board. Passenger with disabilities, you must move from reserved seating should a person with a wheelchair board and need the securement area.

SAFETY, SECUREMENT & STORAGE:

- Heads, arms, and other body parts must be kept inside the transit vehicle. Objects are not to be thrown through any vehicle window.
- Fold strollers, carts and other such items and store under your seat



Elko County Transit Department
GET (Greater Elko Transit) My Ride
540 Court Street, Elko, NV 89801

Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

- The placement of large items, such as strollers, are permissible in the wheelchair securement area and priority seating area only if passengers with mobility devices do not need the area.
- Large items that do not block doors, aisles or priority seating and can be easily boarded through the bi-doors and through aisles are permitted.
 - Items must be able to be carried onto the vehicle by a single person in a single trip.
 - Items must be loaded only through bi-door.
 - Items must not block the lift, securement areas or the aisles.
 - Passengers must always control all items.
- For safety, please keep vehicle aisles and areas near doors always clear of any obstacles and objects.
- Wheelchairs are covered in the ADA Policy and Procedures.
- Walkers (folded) & canes will be under the control of the passenger or tied down to the vehicle.

SEATBELTS ARE REQUIRED:

You are required to wear a seatbelt. Lap belts are installed on every seat, posey belts (external lap belts) are provided for passengers using wheelchairs without a securement system, and 3-point harnesses are installed in every wheelchair securement area. GET My Ride requires every passenger use at least a lap belt or posey belt in the case of passenger with wheelchairs. Passengers using wheelchairs are encouraged but not required to use the three-point harness. Posey belts will never be used instead of independent securement of the passenger's wheelchair.

SELF-SUFFICIENT:

You are expected to be capable of caring for yourself, controlling your bodily functions and be cognizant enough to make decisions. There are times when GET My Ride transports passengers who are not self-sufficient, so they need either a companion to accompany them or hand-to-hand transfer.

TOBACCO & VAPING:

Use of tobacco and vaping products are prohibited on and around GET My Ride vehicles and on and around all other GET My Ride-owned property.

UNINTENTIONAL MISCONDUCT:

Any act that would qualify as an infraction to this policy but is the direct and immediate act of your disability, such as abusive language that is the consequence of Tourette's syndrome, or socially unacceptable behavior brought on by a mental illness, shall be considered Unintentional Misconduct. Consequences of Unintentional Misconduct will be addressed as noted below after counseling with you or your caregiver.

- You may be subject to any reasonable accommodation requirement that will ensure the safety of all passengers and drivers.
- You may be required to attend training or receive additional counseling in proper transit conduct.
- The accommodation requirement may last for a time sufficient to allow the rider to learn appropriate behavior.
- The accommodation requirement may be permanent if the conduct is beyond your control.



Elko County Transit Department
GET (Greater Elko Transit) My Ride
540 Court Street, Elko, NV 89801

Call: (775) 777-1428 ● Text: 775-557-7885 ● Email: elkotransit4@gmail.com

- If a rider commits an act of misconduct that you have been trained to know is inappropriate, that act is considered intentional.

UNALLOWABLE REQUEST:

You may not request or refuse a specific driver, bus, seats, routes with or without certain passengers.

Appealing a Suspension

You have the right to appeal a GET My Ride's decisions regarding your rides. Please see the Appeals Policy.