

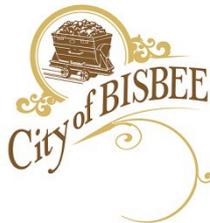
BISBEE BUS RIDER GUIDE



“Welcome Aboard and Enjoy your Ride”
(520) 417-7400

Additional information
is available at our website

www.bisbeeaz.gov



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IMPORTANT INFORMATION ABOUT YOUR RIGHTS

Bisbee Bus is willing to make reasonable modifications to this policy. Please consult with the dispatcher or transit manager if you feel you need such modifications. Let them know what you need and when you will need it. Modifications will Call (520) 417-7400 to request modifications.

Bisbee Bus does not discriminate against people with disabilities. It does not refuse service because of a disability, require use of seatbelts for persons with disabilities (it can require the use of wheelchair securements), require the disclosure of the nature of a disability, charge special fares other than deviations, require a rider to travel with a PCA.

Riders may be denied ridership if engaging in violent, seriously disruptive, illegal conduct, or representing a direct safety threat to the health or safety of others.

Every passenger has the right to file a complaint if they believe their Civil or ADA rights have been infringed upon.

Your Civil Rights When Using Bisbee Bus Services

The City of Bisbee and Bisbee Bus provide services fairly and equally to everyone—regardless of race, color, national origin, or disability. This is in accordance with federal laws including:

- **Title VI of the Civil Rights Act of 1964**
- **Section 504 of the Rehabilitation Act of 1973**
- **Americans with Disabilities Act of 1990 (ADA)**

If you believe you've experienced discrimination while using Bisbee Bus services, you have the right to file a complaint.

How to File a Complaint or Get More Information

You can contact:

- **Lorena Valdez**
Phone: (520) 432-6002
TTY: (520) 417-7400
Email: lvaldez@bisbeeaz.gov
Address: 118 Arizona Street, Bisbee, AZ 85603
Website: www.bisbeeaz.gov

You Can Also File a Complaint With:

- **Arizona Department of Transportation (ADOT)**
ATTN: Title VI Program Manager
1801 W. Jefferson St. MD 154A Ste 101
Phoenix, AZ 85007
- **Federal Transit Administration (FTA)**
ATTN: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Complaints must be made in writing and include the day and time of the incident when you feel your rights were infringed upon, your full name, and your contact information along with the details of your complaint. If you need help putting your complaint in writing or wish to have your rights explained in a language other than English, let the contacts above know that you will require assistance in filing your complaint. You have 180 days from the time of the incident to file your complaint.

The City strives to process complaints promptly. After reviewing the complaint, the City will issue a response to the complainant within three business days. If deficiencies are found in the transit provider's practices, the City works with the provider to correct them within a predetermined time frame.

If you are not satisfied with the response, you may also file the complaint with Arizona Department of Transportation (ADOT), or the Federal Transit Administration using the contact information above.

Assistance in filing a complaint is available to all riders. Do not hesitate to bring your concern forward as we want to make the service as accessible as possible.

For more information on the City's policy, ask for a copy of the Non-Discrimination ADA/Title VI Complaint Procedures and Complaint Form or find it on the city's website at www.bisbeeaz.gov.

Passenger Responsibilities – What You Need to Know

- 1. Dress & Cleanliness**

Wear clean clothes, including a shirt and shoes. If there's a problem, a staff member will talk to you.
- 2. Keep Aisles Clear**

Don't block the aisle with items like walkers, canes, groceries, carts, bags, or strollers. It's unsafe for others.
- 3. Shopping Carts**

Carts are **not** allowed as mobility aids. If you bring one, it must be:

 - No wider than **13 inches**
 - No deeper than **12 inches**
 - No taller than **21 inches** It must be secured and **not** block the aisle.
- 4. Food & Drinks**

Eating and drinking on the bus is **not allowed**. You may bring bottled drinks with screw-top lids, but don't drink them during the ride.
- 5. Behavior**

Drivers can refuse service to anyone who exhibits behavior that is illegal, violent, seriously disruptive, or represents a direct threat to the health and safety of others onboard the vehicle.
- 6. Paying Fares**

Have exact change ready. Drivers **don't carry change** and may refuse service if you can't pay.
- 7. Monthly Passes**

Show your pass every time you board. If you don't have it, you'll need to pay the fare.
- 8. Children**

Kids 12 and under must ride with a parent or guardian. They must stay seated. Babies and toddlers must sit on an adult's lap. **No diaper changing** on the bus.
- 9. Wheelchairs**

Wheelchairs must face forward during the ride. Drivers will help with boarding and exiting.
- 10. Mobility Devices**

Only walkers, canes, crutches, wheelchairs, and braces are allowed. Fold them if possible and hold them during the ride. Don't block the aisle or attach bags to walkers.
- 11. Soliciting**

No selling or asking for donations on the bus or at bus stops.
- 12. Tobacco**

No smoking or chewing tobacco on or near the bus.

Frequently asked questions

How do I ride the bus?

Schedules are available from the Bisbee Bus drivers or the Bisbee Bus office located at 118 Arizona St., Bisbee, AZ 85603. You can catch the bus at any of the bus stops around town. You can also request a deviation of up to one half mile with an advanced reservation for an additional .50 cents fare. **If you have completed an entire route without getting off, you will need to pay an additional fare to remain on the bus.** Sometimes our bus becomes full. Please make room for other passengers, taking your bags off empty seats so that others can ride safely. If you have questions about when to catch the bus from a certain location, refer to the bus schedule, call Bisbee Bus at (520) 508-1936, or send an email to ivaldez@bisbeeaz.gov or transitmanager@bisbeeaz.gov.

How much does it cost to ride the bus?

Bisbee Bus Fare Information

- **Regular fare:** \$1.00 for a one-way ride (includes transfers).
- **Seniors (65+), disabled passengers:** \$0.50 per ride.
- **Students:** \$0.25 per ride.
- **Children 5 and under:** Ride free.

Monthly Passes

You can buy monthly passes at the Public Works office:

- **Adults:** \$25.00/month
- **Seniors & Disabled passengers:** \$15.00/month
- **Students:** \$7.50/month

Free Passes

Seniors (60+), disabled passengers, and elderly riders may qualify for **free bus passes** through a SEAGO grant.

To get one, you must submit the required paperwork

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 City Hall office located at 118 Arizona Street in the Warren neighborhood of Bisbee. Cash, credit/debit cards, and checks are accepted when purchasing a pass.

Why was the bus late?

Sometimes buses run late due to issues beyond our control. For example:

- A bus may break down, and it can take up to an hour to send a replacement.
- Heavy traffic or accidents can cause delays.
- Helping passengers with disabilities may take extra time.

We do our best to stay on schedule, but delays can happen. If you have an important appointment, plan to travel at least an hour earlier than usual. To check if your bus is on time, call Bisbee Bus dispatch at **(520) 417-7400**.

I was walking toward 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.

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, Bisbee Bus does not allow any drink without a screw-top lid or any food on the bus. Please eat your meal and drink your fountain drinks before boarding the bus.

What is your policy on service animals?

Effective March 15, 2011, service animal means any animal 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. Service animals are required to be leashed and harnessed except when performing work or tasks where tethering would interfere with the animal's ability to perform. Animals whose sole function is "the provision of emotional support, well-being, comfort, or companionship" are not considered service animals under the ADA.



How many bags may I bring on the bus?



Typically, three regular grocery bags or 2 large reusable bags. 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 wide x 12 inches deep x 21 inches tall



I have a large item I need to bring home from the store. Can I bring it in 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.



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 lift/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, Bisbee Bus offers deviations from the regular route, up to ½ mile from the fixed route, for persons who make an appointment 24 hours in advance. The bus driver can make up to two deviations each hour. The service is available to all passengers Monday through Friday, 6:50 a.m. to 6:30 p.m. Deviation requests for a Saturday must be made on a Friday. Deviations can be arranged by calling Bisbee Bus at (520) 508-1936.

I use a wheelchair. Can I board the bus?

- All Bisbee buses have low floors and are equipped with lifts or ramps to help passengers with disabilities get on and off safely.
- The bus driver will operate the lift and assist you with boarding and exiting.
- Your wheelchair must be secured inside the bus by the driver and must face forward during the ride.
- If you use a power wheelchair, it must be turned off while the bus is moving.
- If your wheelchair folds, you may choose to fold it and sit in a regular seat.
- You do not have to be in a wheelchair to use the lift. Persons unable to board the bus through the door may ask to use the lift. The driver will assist you throughout boarding and disembarking when using the lift.
- Bisbee Bus' wheelchair lift capacity can accommodate wheelchairs and a combined weight (chair+person) as follows:

- Up to 30 inches wide
- Up to 48 inches long
- Up to 800 pounds when occupied
- Any mobility device will be accommodated on the lift so long as it does not compromise the legitimate safety requirements of the lift.

STANDARD ADA WHEELCHAIR DIMENSIONS

Can I bring my oxygen on the bus?

Yes, you can bring a respirator, portable oxygen equipment, and/or other life support equipment on board as long as they do not violate laws relating to the transportation of hazardous materials. All equipment must be small enough to fit safely without obscuring aisles and be secure on a strap, your lap, or a wheelchair seat.

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 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 Bisbee Bus by calling (520) 417-7400. The bus driver may deny service if advance arrangements have not been made. Soft carriers are not permitted because they are not leak-proof.



Bisbee Bus service is provided:

6 days a week

(Monday through Friday)

Between the hours of 5:54 a.m. & 6:29 p.m.

(Saturday)

Between the hours of 9:30 a.m. & 3:53 p.m.

Holidays Observed:

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Independence Day

Labor Day

Veterans Day

Thanksgiving Day

Christmas Day

**If you need information in another language, audio descriptions,
or TTY/TDD service call 520-417-7400 TDD 711**

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

Bisbee Bus

118 Arizona Street, Bisbee, AZ 85603

transitmanager@bisbeeaz.gov

Guia de Pasajeros/Titulo VI Disponible en Español