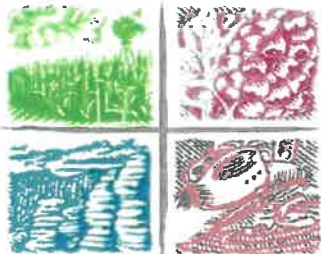


**TRANSIT PROGRAM
DIAL-A-RIDE**

**Passenger rules of conduct
&
Frequently asked questions**



CITY OF
WILLCOX
ARIZONA

TABLE OF CONTENTS

PASSENGERS RULES OF CONDUCT	3-5
SERVICE SCHEDULE	6
HOW TO SCHEDULE THE BUS.....	6
HOW TO REGISTER FOR SEAGO AAA PROGRAM	6
CANCELLATIONS.....	6
BUS FARES & PASSES COSTS	7
WHERE TO BUY TICKETS AND PASSES	8
BUS SCHEDULE.....	8
WHEELCHAIRS.....	9
WALKERS	10
PASSENGERS WITH DISABILITIES	10
GROCERIES ON THE BUS.....	11
SHOPPING CARTS.....	12
LARGE ITEMS	13
PETS.....	14
SERVICE ANIMALS	15
FOOD & DRINK.....	16
STROLLERS.....	17
WAVING DOWN THE BUS	17
LATE BUS	18
COMPLAINTS	19
TITLE VI—CIVIL RIGHTS OFFICE	20

Passenger Rules of Conduct

- 1. Dress code and hygiene—Please be considerate of other passengers in regard to personal appearance and hygiene. If a problem persists, a transit representative will handle the problem. Shirts and shoes are required.**
- 2. All passengers must be seated in an upright position with both feet on the floor before the bus driver can move the bus. All passengers must remain, seated, with their seat-belt on, while the bus is in motion.**
- 3. All aisles must be clear of any obstructions, including walkers, canes, groceries, shopping carts, bags, backpacks, strollers or any large items that could obstruct the aisle and become a safety hazard.**
- 4. Shopping carts cannot be used as a mobility device. Shopping carts must be of the following dimension or smaller: 13" wide by 12" deep by 21" high. The cart must be safely secured in transit and must not block the aisles.**
- 5. Food and drinks are not to be consumed on the bus. Only bottled drinks with screw-cap lids are allowed on the bus but may not be consumed in transit.**

Rules Continued...

- 6. Behavior—A driver may refuse service to any individual who threatens the safety and comfort of the other passengers.**
- 7. Payment of Fares—All passengers are required to pay the appropriate fare when they board the bus. Drivers do not carry change. It is the passenger's responsibility to have exact change when boarding the bus. The bus driver will refuse service for non-payment.**
- 8. Monthly Passes—Passengers who purchase monthly passes are required to show the bus driver their current pass each time they board the bus. If a passenger cannot produce their pass, the bus driver will require payment prior to boarding the bus.**
- 9. Children—All children ages 12 and under must be accompanied by a parent or guardian on the bus. It is the parent or guardian's responsibility to make sure that children stay seated at all times while on the bus. Infants and toddlers must be held in the parent or guardian's lap during transit. Changing of diapers is not permitted on the bus for the safety of the child and for sanitary reasons.**

Rules Continued...

- 10. Wheelchairs—Passengers who use a wheelchair must have their footrests attached to their chair in order to board the bus. The bus driver will help with boarding and exiting the bus. Wheelchairs must also face forward during transit under ADA guidelines.**
- 11. Mobility devices—Walkers, canes, crutches, wheelchairs and braces are the only mobility devices allowed on the bus. Mobility devices must be folded if they are capable and held by the passenger during transport. They must not be kept in the aisles. Shopping bags may not be secured to walkers as this situation presents a safety hazard.**
- 12. Solicitation—Solicitors of any kind are not to sell papers, merchandise or solicit any funds for any purpose aboard the buses, or at any bus stops.**
- 13. Smoking/Tobacco—Smoking and chewing tobacco in and around the bus is prohibited.**
- 14. Drivers may not accept gifts or tips.**

Service Days the City of Willcox Transit provides:

Service Schedule for Dial-A-Ride	
1 Business Day In Advance (or as available)	
Location	Schedule
Willcox	Monday through Friday 8am to 4pm
Pearce/Sunsites/Kansas Settlement	Tuesday and Thursday 8:30am to 3:15pm
Bowie/San Simon	Wednesday and Friday 8:30am to 3:15pm

Frequently Asked Questions (FAQs):

How do I schedule dial-a-ride service?

Appointments for dial-a-ride service must be made 1 business day in advance by calling:

The City of Willcox Transit Department at (520) 766-7433

I don't know what my schedule is tomorrow. Can you hold my usual appointment time (s) until I call you?

No. The City of Willcox Transit can not hold your typical appointment time until you call. All appointments are made on a first come, first served basis.

If I cancel or miss my ride, will I owe?

It depends. If you call before the bus is dispatched from the yard then there will be no charge. However, if you were a no-show you will need to pay for that trip as well as the next one that is scheduled.

How much does it cost?

Fares and Passes

Willcox Service Area					
	Seniors	Disabled	Adults	Youth	Student
	(60+)		(18-59)	(5-17)	with ID
One-Way Cash Fares	0.50	0.50	1.00	0.50	
30 Day Pass	10.00	10.00	20.00	10.00	10.00

Pearce/Sunsites/Kansas Settlement Service Area					
	Seniors	Disabled	Adults	Youth	Student
	(60+)		(18-59)	(5-17)	with ID
One-Way Cash Fares	1.00	1.00	2.00	1.00	
30 Day Pass	10.00	10.00	20.00	10.00	10.00

Bowie/San Simon Service Area					
	Seniors	Disabled	Adults	Youth	Student
	(60+)		(18-59)	(5-17)	with ID
One-Way Cash Fares	1.50	1.50	2.50	1.50	
30 Day Pass	10.00	10.00	20.00	10.00	10.00

Children aged 4 and under ride free with an adult. Passengers under 12 years old must be accompanied by an adult.

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.

Where do I buy tickets and monthly passes? Cash, Checks and Credit Cards accepted at the office.

City of Willcox Transit

300 Rex Allen Drive

Willcox, AZ 85643

Where do I board the bus?

The bus will pick you up from the location that was given when scheduled. **Please be ready 10 minutes before your scheduled time.**

How do I register for the SEAGO Area Agency on Aging Transportation Program?

In order to qualify for this service you must complete a SEAGO application/registration form, must be over the age of 60, or/and disabled, and must provide proof of address. Once approved, participants are provided an ID card/pass that allows them to ride for free.

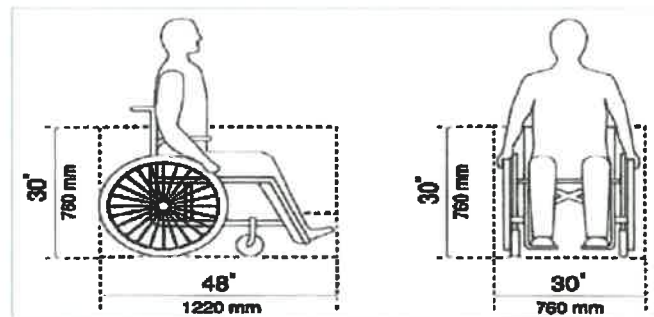
The City of Willcox Transit does not operate on the following Holidays:

- New Years Day**
- Martin Luther King Day**
- President's Day**
- Memorial Day**
- Juneteenth Day**
- Independence Day**
- Labor Day**
- Veterans Day**
- Thanksgiving Day**
- Christmas Eve**
- Christmas Day**

I use a wheelchair. Can I board the bus?

All buses are designed with low floor and/or equipped with ramps to accommodate disabled passengers. The bus driver will deploy the lift or ramp before you board and will provide assistance boarding and exiting the bus. The bus driver will secure your wheelchair once you are inside the bus. For safety reasons, the wheelchair must face forward. If you have a power chair, it must be powered off during transit. If you have a wheelchair that folds, you may choose to do so and sit in a seat. All wheelchairs must be equipped with a footrest. The City of Willcox Transit can accommodate the ADA standard wheelchair with dimensions of 30 inches in width and 48 inches in length weighing up to 600 pounds when occupied. Larger wheelchairs will be permitted if they can be secured in

STANDARD ADA WHEELCHAIR DIMENSIONS



What do I do with my walker on the bus?

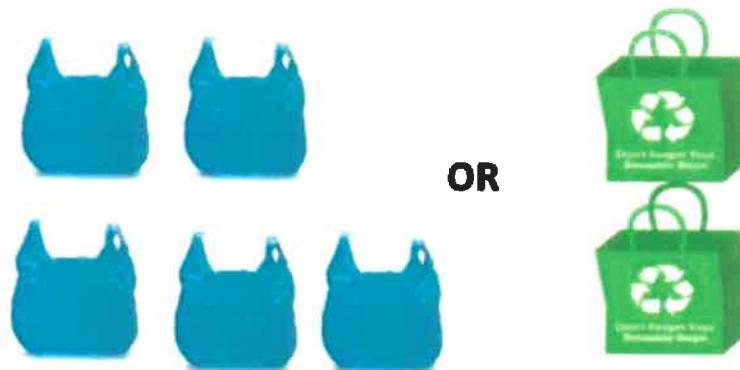
Walkers must be collapsed while in transit. Bags cannot be tied to the walker because it makes it unstable. If you have trouble managing steps, you can ask the bus driver to deploy the ramp for you so that you can board or exit the bus with ease.

I am disabled, will the bus be able to take me?

Yes. The bus is equipped with ADA features such as wide aisles, handrails and a deployable lift/ramp.

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.



Can I carry groceries/shopping bags on the bus?

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 x 12 inches x 21 inches

I have a large item I need to bring home from the store. Can I bring it on the bus?

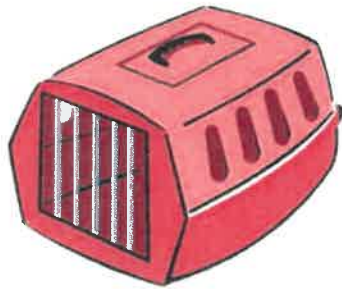
No. All items brought on the bus must be kept on your lap or behind your feet under the seat. Large items do not fit on the bus without blocking the aisles. For safety reasons, no large items are permitted on the bus. As a general rule, anything you bring home must meet the size dimensions of the shopping carts (see page 12). Also, nothing flammable is allowed on the bus, including explosives, gas cans, kerosene, car batteries, etc. However, oxygen for medical purposes is permitted.



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 by speaking to the dispatcher at the City of Willcox Transit Department (520) 766-7433.

Soft carriers are not permitted because they are not leak-proof.



OK



NO

What is your policy on service animals?

Effective March 15, 2011, **service animal means any dog 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.** Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the dog's ability to perform. Dogs whose sole function is "the provision of emotional support, well-being, comfort, or companionship" are **NOT** considered service dogs under the ADA.



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, we do not allow any food or drinks—without a screw-top lid—on the bus. Please eat your lunch and drink your fountain drinks before boarding the bus.





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.

I was walking to the scheduled meeting place 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 scheduled meeting place for safety reasons. It is the passenger's responsibility to be at that place before the bus arrives. We recommend being ready at least 10 minutes prior to the scheduled pick up time.

I was waiting and the bus never came. What happened?

Sometimes we may have to cancel service for reasons beyond our control. For example, the bus may break down or is not road worthy. When this happens we will do our best to inform you as soon as possible. To find out if your bus is running on schedule, you can call the City of Willcox Transit Department **(520) 766-7433**.

They will let you know when to expect the bus.

Why was the bus late?

There are several reasons why the bus could be running late. Traffic volume and unforeseen accidents can delay a bus a few minutes. It also takes a few minutes for our drivers to assist disabled passengers on and off the bus. We try our best to remain on schedule but please be patient if we run a few minutes behind. If you have an important appointment to attend, plan on traveling at least an hour earlier than usual in case we have unexpected delays.



**For more information contact the City of Willcox
Transit Office at:**

(520) 766-7433

I have a complaint. Who do I talk to?

**If you have an issue that can't be resolved by the
Driver, please come to the City of Willcox Transit De-
partment and speak to the dispatcher. All complaints
are reviewed by the Manager and handled on a case-to-
case basis. Your safety is our top priority. If you wish to
remain anonymous, you can call:**

(520) 507-0875

**Service Complaints must be mailed to:
Angel Lauve, Transit Program Manager
City of Willcox Transit
300 W Rex Allen Drive
Willcox, AZ 85643**



The City of Willcox Transit complies with Title VI of the Civil Rights Act of 1964. Service will be provided without regard to race, color, sex or disability. To file a civil rights complaint, contact:

**ADOT Civil Rights Office
1135 N. 22nd Avenue
Mail Drop 154A
Phoenix, AZ 85009
(602) 712-7761**

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



**Transit Program
300 W Rex Allen Drive
Willcox, AZ 85643**

Email: WillcoxTransit@willcox.az.gov

Website: <https://willcox.az.gov/departments/transit>