



Yuba-Sutter Transit Passenger Policies & Procedures

Adopted October 19, 2017

I. Passenger Conduct

Yuba-Sutter Transit wants you to enjoy your trip and arrive safely at your destination. The following policies and procedures have been established to promote the safe, convenient and efficient provision of transit services.

Boarding the Bus

1. Passengers must pay the applicable fare; display a valid pass or transfer; and, provide acceptable proof of eligibility for any discount fare at the time of boarding. Connect Cards, passes, tickets and transfers are not valid if mutilated, damaged or changed in any manner.
2. Passengers must be able to personally lift and carry all items on board the bus in one trip. Passenger items, including utility carts, must remain firmly within passenger control at all times and not block the aisle, doorway or areas reserved for persons in wheelchairs or with other mobility aids.
3. Passengers may bring strollers onto the bus as long as children are removed from the stroller and it is collapsed and stored in a manner that does not block aisles, doorways or areas reserved for persons in wheelchairs or with other mobility aids.
4. Bicycles are allowed inside the bus only on the last trip of the day, provided that there is adequate interior space and the front mounted bike rack is full.
5. Passengers should utilize seating when available, make use of hand rails and stanchions, and remain seated or otherwise secured until the bus comes to a full and complete stop. Federal law mandates that no passenger may remain standing in front of the standee line at the front of the bus while the bus is in motion.

Bus Etiquette

6. Passengers may not obstruct, hinder, interfere with, or otherwise disturb other passengers or the operation of the vehicle, nor engage in indecent, profane, boisterous, unreasonably loud, or otherwise disorderly conduct. Verbal or physical intimidation, harassment, or annoyance of transit personnel or other passengers is strictly prohibited.
7. Passengers using wheelchairs will be allowed to board and exit the bus before other passengers. Areas of the bus designed for wheelchairs may be used by any customer until a wheelchair needs to be secured. Customers occupying priority seating will be asked to move in order to accommodate a customer using a wheelchair. Customers with disabilities and seniors have seating priority within designated areas.



8. Passengers must maintain a reasonable standard of dress (e.g. shirt, shoes etc.) and personal hygiene that does not expose transit personnel or other passengers to unreasonable health and safety risks unless failure to comply is a result of disability, age, or a medical condition. Please avoid the use of heavily scented perfumes or colognes while riding the bus.
9. Riding the system for more than one round trip without a defined destination is prohibited.
10. Loitering or solicitation of any kind, whether verbal or through distribution or posting of written material, is prohibited in or within 50' feet of any transit facility, bus stop, or vehicle without pre-approval from Yuba-Sutter Transit management.
11. Failure to comply with any lawful instructions or directions from operating staff; damage to any transit facilities, vehicles, or equipment; and theft is prohibited.
12. Consumption of food or beverages is prohibited on all services except when drinking non-alcoholic beverages from a spill-proof container. Litter must be properly disposed of in the appropriate trash receptacles.
13. Smoking, including the use of electronic and/or vapor devices, is prohibited on board or within 20' of a public transit vehicle or facility. Lighting an incendiary device (match, lighter or torch) is also prohibited.
14. Laptops and other portable or handheld electronic devices may be used on board, provided that they do not disturb the driver or other passengers and headphones are used that limit the sound to the hearing of the individual. Please keep cell phone or other personal conversation volume to a minimum. Speaker mode may be used only if required due to disability, age or medical condition.

Service Animals

15. Animals are prohibited on the bus with two specific exceptions: 1) It is a guide, service, or signal animal as such terms are defined in California Civil Code §54.1, that has been specially trained to assist persons with disabilities, provided that it can be demonstrated that the animal is vaccinated and licensed pursuant to the provisions of applicable state and local ordinance, and is on a leash or under the effective control of the person transporting it; or, 2) It is in a completely enclosed and secured cage or carrying case small enough to fit on the person's lap. Federal Department of Transportation regulations do not recognize companion, therapy or comfort animals as service animals.

II. Enforcement Procedures

Failure to comply with these Passenger Policies & Procedures may violate one or more of the following: California Penal Codes (CPC) 594, 640 or 640.5, or Public Utilities Code (PUC) 99170. In addition to any civil and criminal penalties that may apply, violators are subject to the following penalties:



1. A passenger that does not obey verbal commands from operating staff may be denied service.
2. Minor infractions may result in a verbal warning from operating staff and, if unheeded, a written warning may be issued.
3. Multiple infractions may result in a suspension from all Yuba-Sutter Transit service for a minimum of seven (7) days.
4. Individuals who commit major infractions such as intimidation, harassment, physical abuse; causing physical injury to a driver or other passenger; or damaging transit vehicles or equipment may be subject to immediate removal from the vehicle, prolonged suspension from Yuba-Sutter Transit service, and/or criminal prosecution.

Review/Appeal of a Suspension

An initial review of any suspension may be requested within 10 days of the suspension notice. The request should include all information pertinent to the suspension. The request may be made in person at the Yuba Sutter Transit Administrative Office or in writing to:

Transit Manager
Yuba-Sutter Transit Authority
2100 B Street
Marysville, CA 95901
(530) 634-6880 FAX (530) 634-6888
info@yubasuttertransit.com

The Transit Manager will review available information to determine if the suspension from service is justified. Based on the review, the Transit Manager will enforce or revoke the suspension. If not satisfied with the outcome, a written appeal of a suspension should be directed to:

Board of Directors
Yuba-Sutter Transit Authority
2100 B Street
Marysville, CA 95901

The Board of Directors will seek to resolve the matter in a manner mutually agreeable to all parties concerned. An individual seeking an appeal of a suspension shall have the right to present any evidence relevant to the matter. The decision of the Board of Directors is final.



III. Operational Policies

Lost and Found

If you believe you have lost an item on the bus, please contact the Yuba-Sutter Transit Administrative Office at (530) 634-6880 the following business day. Please provide a description of the item including time, location and route information for when and where it was lost. Found, non-perishable items will be kept for a maximum of 30 days and may only be picked up in-person at the Yuba-Sutter Transit Administrative Office. Yuba-Sutter Transit does not assume responsibility for any lost or found items.

Refunds and Exchanges

Yuba-Sutter Transit does not issue any refunds or exchanges for pass products, tickets, cash fares or Connect Card products. All paper fare products are non-transferable and will not be replaced if lost, stolen or destroyed. Lost, stolen or damaged Connect Cards may be replaced at the Yuba-Sutter Transit Administrative Office for a fee.

Comments and Complaints

Comments or complaints regarding Yuba-Sutter Transit or its contractor may be submitted verbally by phone at (530) 634-6880; electronically at info@yubasuttertransit.com; or in person or in writing at the Yuba-Sutter Transit Administrative Office at 2100 B Street, Marysville, CA 95901.