

## **Move Sullivan Bus Service**

It is the goal of the *Move Sullivan Bus* to provide reliable, safe and affordable transportation to all residents of Sullivan County. For this to be successful, we need **you**, our passenger, to follow some basic guidelines and policies so everyone will have a positive experience.

### **Move Sullivan Fixed Route Bus Guidelines**

- Scheduled times fluctuate slightly, so it important that you be at your stop **five minutes early**.
- Be considerate of others at the designated bus stop, including private property owners. Many *Move Sullivan* stops are located near private homes and businesses.
- Signal to the driver that you are planning to board the bus.
- You can “flag” down the bus at any safe point along the route. The driver will use his/her best judgment and discretion when considering pulling over for a “flag” down. Primary consideration will be given to safety. Points of concern will be adequate space to pull off and back onto the roadway, as well as visibility of oncoming traffic from all directions.
- Be sure to stay back from the edge of the road to allow enough room for the bus to pull off.
- If intending to ride the bus when it is dark out, wave a lighted or reflective device so that the driver can see you better.
- Allow passengers to exit the bus before you board.
- All riders must have their pass or payment ready when boarding the bus.
- Take your seat promptly and quietly.
- Please use earphones if using sound producing devices (iPods, radios, etc.). Make sure the noise is not disturbing to other passengers and not so loud that you cannot hear the driver’s announcements.
- Reserve seats near the front for the elderly, pregnant women and those with disabilities.
- It is expected that all riders will be respectful of the driver and other passengers.
- When you need to exit the bus, **please inform the driver prior to passing the stop**. Promptly exit and wait for the bus to pass before crossing the street. If it is not a designated stop, please inform the driver where you wish to be dropped when you board the bus.

### **Package Policy**

- A rider may bring only as many bags as they can carry on and off the bus in one trip by themselves. A rider cannot enter and exit the bus to load packages. Drivers will not assist in carrying bags on or off the bus.
- Air conditioners and televisions and other large, heavy boxes are not permitted on the bus.
- If a rider attempts to board the bus with more bags than what is allowed, the driver has the right to refuse bus service to the rider.
- No grocery carts or other large wheeled storage units are permitted on the bus. Small fold-up pull carts are permitted but must be collapsed when on the bus or outside of the aisle, so as not to create a safety hazard.
- No bags or packages are to be left unattended at any time on the bus by the rider.
- All bags must be held by the rider or placed on the floor under the seat. Bags may not be placed in the aisleway or placed on other seats.

### **Stroller Policy**

- Strollers are permitted on the bus but must be able to be folded.
- Strollers must be placed in the designated area behind the driver so that the stroller does not interfere with other passengers. Strollers cannot be left in the aisle and must be held by the rider at all times to ensure the safety of all passengers.

### **Service Animals**

Disabled passengers are allowed to take a service animal on the bus. A service animal is an animal (usually a dog, but can be other animals) that is individually trained to do work or perform tasks for a person with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

The bus operator may ask the passenger: 1) whether the animal is a service animal required because of a disability, and 2) what work or task the animal has been trained to perform.

## **Prohibited Activities**

- Smoking
- Food, drinks (unless in a sealed container)
- Hazardous materials
- Weapons
- Consumption of alcohol or any illegal substances
- Playing sound producing devices that are loud enough to be heard by other passengers or the driver
- Behavior that a reasonable person would find to be dangerous, disruptive, obscene, threatening, violent, inciting or insulting language and/or gestures
- Fighting, or mock fighting
- Throwing objects in the bus or out the windows
- Conversations on cell phones or other portable media that is considered by a reasonable person to be loud enough to be disturbing to other passengers or the driver
- Panhandling, and soliciting
- Harassing or intimidating other passengers
- Putting hands out the window
- Putting hands on or touching other passengers without consent
- Lack of shoes, shirts, or other inappropriate attire
- Placing of any objects in aisles or other places a reasonable person would consider dangerous
- Boarding the bus without the driver present
- Standing when the bus is in motion
- Approaching driver while bus is in motion