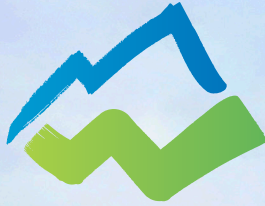


# Vista Transit Ride Guide



## Sierra Vista

EXTRAORDINARY SKIES.  
UNCOMMON GROUND.



*Be a frequent rider!*



**Sierra Vista**  
T R A N S I T

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

The *Vista Transit Ride Guide* can be provided to you in a variety of accessible formats such as CD, braille, or large print. If you need any written information provided to you in one of these accessible formats, please contact us at **(520) 417-4888** or by email at [TitleVI@SierraVistaAZ.gov](mailto:TitleVI@SierraVistaAZ.gov).

## CONTENTS

General Information .....	2
Hours of Service.....	2
Catching the Bus .....	2
Missing the Bus .....	3
Children .....	3
Behavior.....	3
Dress Code and Hygiene .....	3
Sitting .....	3
Standees .....	3
Aisles .....	4
Mobility Devices.....	4
Wheelchairs.....	4
Rolling Carts and Shopping Bags.....	5
Baby Strollers .....	5
Large and Prohibited Items.....	6
Food and Drinks.....	6
Diapers .....	7
Solicitation .....	7
Tobacco   Vaping .....	7
Bicycles.....	7
Lost and Found.....	8
Illegal Activity .....	8
Service Animals and Pets .....	8
Right to Refuse Service.....	9
Paratransit Service.....	10
Paratransit Eligibility .....	11
Other Transportation Services.....	11
Complaints and Investigation of Public of Rights Under Title VI.....	12

# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## GENERAL INFORMATION

Vista Transit provides transportation for everyone and is compliant with all federal laws, state laws, and City of Sierra Vista ordinances. Our policies and rules are established and maintained to ensure everyone enjoys a safe, comfortable bus ride. All passengers are asked to do their part in helping us create a pleasant experience for everyone by following these simple rules.

### Hours of Service

Vista Transit operates Monday through Friday from 7 a.m. to 5 p.m. This includes paratransit services. Services do not run on Saturday, Sunday, or federal holidays. For a current schedule, please visit [VistaTransit.org](http://VistaTransit.org), text "vistatransit" to (520) 417-4888, call Vista Transit at (520) 417-4888, or send an email to [VistaTransit@SierraVistaAZ.gov](mailto:VistaTransit@SierraVistaAZ.gov).

### Catching the Bus

Schedules and route maps are available at the Vista Transit Center, on any bus, at most stops, and on Vista Transit's website, [VistaTransit.org](http://VistaTransit.org).

Please arrive at the bus stop five minutes early to ensure you do not miss your bus. Wait on the sidewalk or in the bus shelter where the driver can see you. Stay back from the curb and wait until the bus comes to a complete stop. Please be ready with your belongings situated for safe and quick boarding. Customers with pets or service animals should have their pet passes ready to show, and their pet secured prior to boarding.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Missing the Bus

Please never run after the bus. For safety reasons, we are not permitted to stop anywhere except at designated Vista Transit bus stops.

We try our best to maintain clean, safe and reliable service, but sometimes your bus may run late due to bad weather, broken down busses, traffic, or the need for a little extra time to assist passengers. Please be patient if we run a few minutes behind.

If you have an important appointment, plan on traveling at least one hour earlier than usual. If you have questions about when to catch the bus from a certain location, or would like to find out if your bus is on time, visit [VistaTransit.org](https://www.vistatransit.org), text "vistatransit" to **(520) 417-4888**, or call Vista Transit at **(520) 417-4888**.

## Children

Parents or guardians are responsible for making sure children always stay seated while on the bus. Infants must be held in the parent or guardian's lap during transit, and strollers need to be folded before getting on the bus.

## BEHAVIOR

To ensure a pleasant and safe experience for all passengers, we ask you to honor and respect our code of conduct. Unacceptable behavior includes loud or profane language, playing loud or offensive music, smoking or vaping, eating or drinking on board, threatening or harassing fellow passengers or drivers, fighting, soliciting, or panhandling. Violations may result in suspension from our services.

## Dress Code and Hygiene

In order to maintain a comfortable and respectful environment for all passengers we ask you follow our dress code and personal hygiene standards.

Passengers are expected to wear clothing that covers their body appropriately and shoes must be worn at all times.

Please maintain good personal hygiene, avoid using perfume or cologne.

If you are unwell, please wear a mask.

## Sitting

Please sit in an upright position with both feet on the floor. Lounging or reclining in the seats or occupying more than one seat at a time is prohibited. Moving about while the bus is in motion is unsafe and prohibited. Please remain seated until the bus comes to a complete stop.

## Standees

Handrails are available for standees if desired or necessary; however, it is recommended all passengers be seated and use their seatbelts while the bus is in motion.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Aisles

All aisles must be clear of any obstructions, including walkers, canes, groceries, shopping carts, bags, backpacks, strollers, and any large items that could obstruct the aisle and become a safety hazard.



## MOBILITY DEVICES

All Vista Transit buses are equipped with ramps to accommodate passengers who use mobility devices, such as wheelchairs, motorized scooters, walkers, canes, and crutches. If you have trouble managing steps, you can ask the bus driver to deploy the ramp for you so you can board or exit the bus with ease.

Mobility devices must be folded if possible and held by the passenger during transport. They must not be kept in the aisles. Shopping bags and packages may not be secured to mobility devices. All mobility devices are required to be clean and free of all bodily fluids and offensive odors.

## Wheelchairs

All Vista Transit buses provide forward-facing securement areas in compliance with ADA and are not manufactured to allow for rear-facing securement. Vista Transit can accommodate, at a minimum, mobility devices which are 30 inches wide by 48 inches long in size. Some vehicles may be able to accommodate larger sizes. Vista Transit limits total mobility device, plus passenger weight, to 1,000 pounds.

Vista Transit recommends wheelchairs are equipped with functioning brakes and footrests.

Please wait for the driver to deploy the ramp and help you with boarding and exiting the bus. Wheelchairs must be secured to the floor, by the driver. Upon request, Vista Transit will provide you with both, a seat belt and a shoulder harness.

If you have a powered chair, it must be powered off during transit. If you have a wheelchair that folds up, you may choose to fold it and sit in a seat.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Rolling Carts and Shopping Bags

Rolling carts must not exceed 19.5 inches wide by 19.5 inches deep by 36 inches high. Rolling carts exceeding these dimensions may be denied by the driver.

Rolling carts should not be used as a mobility device. The cart must be safely secured while the bus is in motion and must not block the aisles. Items must be stored entirely inside the cart and not cause a risk of tipping.

Shopping bags must be contained within your personal space — either on your lap or under the seat, behind your feet. Contents of bags must be contained so items cannot fall out or tip over. Bags cannot be kept in the aisles or in an empty seat.

The driver cannot help load or unload your bags, so please only bring what you can carry on and safely contain in your personal space, out of the aisles.

## Baby Strollers

Baby strollers are permitted on the bus; however, please have them folded and be ready to board prior to the bus's arrival. Infants must be held in the parent or guardian's lap during transit. This is the safest way for your baby to ride on the bus. Strollers must not be unfolded until after you get off the bus. Large or non-collapsible strollers may be allowed if space is available. If space is not available, the driver will pick you up on the next trip. Please remember, baby strollers are for transporting children. They may not be used to hold groceries or other items.



# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## LARGE AND PROHIBITED ITEMS

All items brought on the bus must be kept on your lap or behind your feet, under the seat. Large items that do not fit on the bus without blocking the aisles are not permitted on the bus.

Federal and state law prohibits anything potentially explosive or flammable on the bus, including — but not limited to — containers of gasoline, kerosene, propane or other fuels, power tools that run on such fuels or oil/fuel mixtures, car or other lithium-ion or lead acid batteries, fireworks, etc.

Oxygen for medical purposes is permitted. The driver will assist the passenger in securing the oxygen tank if necessary.

## Food and Drinks

Passengers are permitted to bring beverages on board, but they must be in spill-proof containers. The consumption of food or drinks is not allowed while on the bus. This policy helps minimize the risk of spills, which can create slip and fall hazards and interruptions in service, causing significant delays. Please enjoy your food and drinks before boarding the bus.



# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Diapers

Changing of diapers on the bus is not permitted. Diaper-changing stations are available at the Vista Transit Center in both the men's and women's restrooms.

## Solicitation

Passengers are not permitted to sell merchandise of any kind or solicit any money for any purpose while aboard the buses, at bus stops, or at the Vista Transit Center.

## Tobacco | Vaping

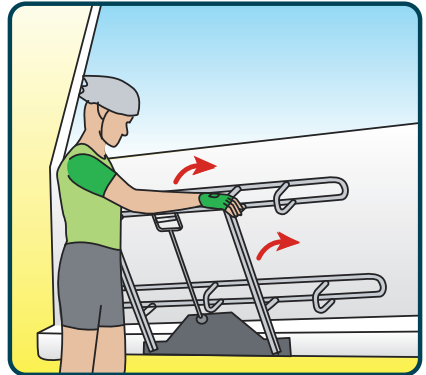
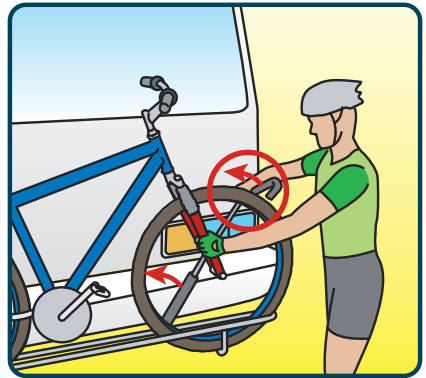
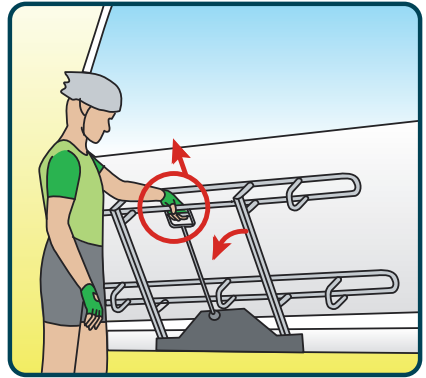
To promote a healthier and cleaner atmosphere for all our passengers, Vista Transit strictly prohibits the use of tobacco and vaping products while on board and on the Transit Center platform. This includes smoking and chewing tobacco and vaporizers.

Please do not litter by disposing of cigarette butts or vaping waste on the vehicle or at transit stops. Extinguish and discard your waste only in designated receptacles.

## Bicycles

Vista Transit fixed-route buses are equipped with bike racks that can accommodate two bicycles. To ensure the safety of all passengers and to prevent the aisle from being blocked, bicycles are not permitted inside the bus. Passengers are responsible for securing their bicycles in the rack. Bags and packages must be removed and carried aboard the bus with the passenger. By law, gas or battery-powered bicycles, scooters and other equipment are prohibited, either inside the bus or on the rack.

The Vista Transit Center has two bike racks for passengers who wish to secure their bicycles while they ride the bus.



# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Lost and Found

From time to time, passengers misplace their belongings while riding the bus. Any lost items discovered while riding the bus should be given to the driver. The bus driver will bring the items to the Lost and Found, located inside the Transit Center. If you think you may have lost your things on the bus, you can visit the Lost and Found between 7 a.m. and 4 p.m., Monday through Friday.

## Illegal Activity

Drivers will immediately call dispatch for police assistance if there is suspicion of drug trafficking or other illegal activity.



## SERVICE ANIMALS AND PETS

The State of Arizona recognizes a service animal as any dog or miniature horse 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 animal's ability to perform.

Animals whose sole function is the provision of comfort, companionship or personal security are not considered service animals under ADA regulations.

All other animals must be contained in a leak-proof carrier, unable to escape.

All animals must be declared to the bus driver at the time of boarding.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

All dogs, including service dogs, must be licensed with the Nancy J. Brua Animal Care Center or another animal control entity. The animal care center is located at 6799 E. Hwy 90 and can be reached at **(520) 458-4151**. For animals that do not receive a license, proof of vaccination status is required.

With proof of licensure or vaccination status, you may request an Animal Ride Pass from the Transit Center. This pass will allow you to board more quickly and will expire at the same time as the license or vaccination.

All animals must be well-behaved and house broken. Any animal, including service animals, observed as being hostile may be prohibited from riding in the future.

## RIGHT TO REFUSE SERVICE

Vista Transit reserves the right to deny service to any individual found in violation of the rules and guidelines outlined in this guide. Our drivers and transit personnel are empowered to ensure the safety, comfort, and well-being of all passengers. Any passenger who engages in unacceptable behavior or fails to comply with the rules of conduct, may be denied service and asked to disembark.

These rules and guidelines are in place to create a positive and respectful environment for everyone on board. Your cooperation in maintaining a pleasant transit experience is greatly valued, and we thank you for your understanding and support.



# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## PARATRANSIT SERVICE

The Americans with Disabilities Act of 1990 (ADA), a civil rights law, was designed to remove the barriers that prevent persons with disabilities from fully participating in American society. Vista Transit offers origin-to-destination paratransit service for passengers who have disabilities that create a barrier to riding the regular, fixed-route buses. Under the ADA, Vista Transit is required to provide origin-to-destination, demand-responsive paratransit service that offers similar service to the fixed-route service for time and location. The service is for persons with physical, cognitive, emotional, visual, or other disabilities who do not have the functional ability to safely navigate or ride the fixed-route buses, either temporarily or permanently.

In addition, the fixed-route buses are fully accessible. Other accommodations such as bus stop and route announcements, and easy-to-read signs, make using the fixed-route buses possible for the disabled. Everyone is encouraged to use the fixed-route buses whenever possible. However, the unavailability of fixed-route service does not constitute eligibility for paratransit service.

ADA requires paratransit services be available to all passengers who reside within  $\frac{3}{4}$  of a mile of the fixed-route system. Vista Transit has extended paratransit services to include all areas within the city limits of Sierra Vista and Fort Huachuca. Please see the Paratransit Service Area Map for complete coverage.

Travel lessons are available to those who need additional help navigating the fixed-route bus system.

Please contact the Transit Center at **(520) 417-4888** for information or to arrange a lesson.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

To qualify for paratransit service, you must complete an application and submit it to Vista Transit. Your doctor, social worker, or other health care professional must provide written verification of a disability for paratransit service to be authorized. Applications are available on our website at [VistaTransit.org](http://VistaTransit.org), at the Transit Center located at 2050 E. Wilcox Drive, or by calling Vista Transit at **(520) 417-4888**.

## Paratransit Eligibility

Under ADA, disability alone does not qualify a person to ride paratransit. A person's disability must be a significant hinderance or barrier to using the fixed-route system. Paratransit service is provided to the following three general groups of persons with disabilities:

- A person with a disability who cannot navigate the transit system without assistance.
- A person with a disability who requires an accessible vehicle when one is not available. Please note, all Vista Transit fixed-route buses and all bus stops are ADA accessible. Therefore, this criterion is generally not met within the Vista Transit service area.
- A person with a disability who is unable to reach the transit stop, or cannot board, ride, or exit from the fixed route buses.

For more complete information of Paratransit services, please see the *Paratransit Riders' Guide* and policies. They can be found online at [SierraVistaAZ.gov/paratransit](http://SierraVistaAZ.gov/paratransit).



## OTHER TRANSPORTATION SERVICES

The City of Douglas operates an inter-community bus service that connects key stops in the communities of Bisbee, Douglas, and Sierra Vista. Visit [DouglasAZ.gov/481/Schedule](http://DouglasAZ.gov/481/Schedule) or call **(520) 417-7400** for route, schedule, and fare information.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## COMPLAINTS AND INVESTIGATION OF PUBLIC OF RIGHTS UNDER TITLE VI

City of Sierra Vista | Vista Transit

It is established policy that the City of Sierra Vista and its employees shall comply with the regulations of the Americans with Disabilities Act (ADA).

The City of Sierra Vista/Vista Transit operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Sierra Vista/Vista Transit within 180 days.

ADA complaint forms can be found on the City's website ([SierraVistaAZ.gov](http://SierraVistaAZ.gov)) or upon request. Use of a form is not required; individuals can submit complaints in whatever format they choose. If requested as an accommodation, a form will be filled out on an individual's behalf.

Complaints shall be submitted to the City ADA Coordinator at 1011 N. Coronado Drive, Sierra Vista, AZ 85635 or via email at [ADA@SierraVistaAZ.gov](mailto:ADA@SierraVistaAZ.gov).

Complaints submitted at Vista Transit, or any other facility shall promptly be transmitted to the ADA Coordinator who will contact the complainant to acknowledge receipt.

## RIDING THE BUS & PASSENGER RULES OF CONDUCT

The ADA Coordinator will promptly forward all complaints to the Department and/or Division Head to begin the investigation process. The ADA Coordinator will work with the Department and/or Division Head and prepare a written response to the complainant within 10 business days. If additional time is needed to prepare a response, the complainant shall be notified of the status on a regular basis.

The complainant shall be notified of the final findings and corrective action within 20 business days of receipt of the complaint. This notification shall include, if determined to be necessary, a timetable for the completion of said corrective action.

If the complainant is not satisfied with the findings of the Transit Supervisor or ADA Coordinator the complainant may request the City Manager review the complaint, or they can file a separate complaint with the US Department of Justice, Civil Rights Division, 950 Pennsylvania Avenue NW, Washington, DC 20530-0001 or online at [ADA.gov](https://www.ada.gov).

Complaints and all related documentation shall be retained by the ADA Coordinator for a period of no less than 5 years from the date of submission.

For more information on the City of Sierra Vista/Vista Transit's civil rights program, and the procedures to file a complaint, visit [VistaTransit.org](https://www.vistatransit.org); contact the Transit Supervisor at **(520) 417-4888**; or visit the Transit Center at 2050 E. Wilcox Avenue, Sierra Vista.

A separate complaint may be filed with the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: FTA: ATTN: Complaint Team, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.



# Sierra Vista

## A R I Z O N A

EXTRAORDINARY SKIES.  
UNCOMMON GROUND.

### **VISTA TRANSIT CENTER**

2050 E. Wilcox Drive  
Sierra Vista, Arizona  
(520) 417-4888

[VistaTransit@SierraVistaAZ.gov](mailto:VistaTransit@SierraVistaAZ.gov)

**[VistaTransit.org](http://VistaTransit.org)**