

Passenger Code of Conduct

Frankfort Transit riders and drivers have the right to travel with a maximum of personal comfort and safety, and without the threat of physical and verbal abuse. Therefore, any behavior by Frankfort Transit's riders, their companions, or their personal care attendants (PCA) that is determined to be violent, disruptive, illegal, unsafe, unsanitary, threatening, or invades the privacy of another may cause the offending person (s) to be refused or suspended

Exact Fare is required. Frankfort Transit fare boxes accept coins, bills, checks (over \$10) and bus tickets. The driver DOES NOT MAKE CHANGE or ACCEPT/HANDLE MONEY.

All Demand Response, JOBS and Fixed Route Deviations must make a reservation 24 hours in advance, 2:30pm the day before. Only passengers who make reservations will have return rides to include Fixed Route Deviations.

Monthly passes must be shown to the driver every time you board the bus. If a passenger attempts to use an expired monthly pass they will be put off the bus and possibly banned from all Transit Services.



Frankfort

Transit

AGREEMENTS
TRUST
SINCERE
FRIEND
LOVE
RESPECT
CARE
POLICIES
RIDER
ENJOYMENT
HAPPINESS
POSITIVE
EQUALITY
COMMITMENT

Frankfort Transit

Respectful Rider Code of Conduct



- Follow the Driver's instructions.
- No eating or drinking while on board Public Transit vehicles. Drink containers without sealed, screw on lids are not allowed.
- No smoking, vaping, or tobacco products are allowed on Frankfort Transit vehicles or bus stops; including provided sheltered covering.
- No drug use or alcohol consumption is allowed. If passenger appears intoxicated or otherwise under the influence—services will be denied.
- Vulgar or offensive language, clothing, or printed/digital materials, excessive noise and harassment of driver or other passengers are not allowed.
- Radio's, CD's, DVD's, and MP3 technology may only be used with earphones or headsets.
- Cell phone use may not disturb other passengers.
- Respect other passengers' property and space. No public displays of affection.
- Grocery or store bags are limited to 4 plastic bags or 2 brown paper bags and must be carried in the lap.
- No pets or emotional support animals. Only service animals as defined by the Americans with Disabilities Act (ADA) are allowed on/in Public Transportation vehicles or property.
 - Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.
 - Reference the ADA regulations for information pertaining to miniature horses that have been individually trained to do work or perform task for people with disabilities.
- Don't litter on the bus or the waiting area surrounding bus stops.
- Federal regulations prohibit the operation of any bus with passengers standing ahead of a white/yellow line.
- Strollers, walkers, or other mobility assistance devices must be folded and secured by the passenger. These items cannot be in, blocking, or hindering access for other passengers to the aisle.
- Small children must ride in the guardians lap.
- The concealed carry of guns and knives and the possession of all explosives, flammable liquids, batteries, or fuel cans (with or without contents present) are prohibited on all Public Transportation vehicles.
- To protect the health of all passengers, Frankfort Transit will remove or deny access to any passenger whose bodily fluids are exposed, body odor is identified as offensive to other passengers or the driver, or shows signs of pest infestation(s). This includes, but is not limited to; body excretions, saliva, blood, bed bugs, lice or fleas.
- Frankfort Transit reserves the right to limit rides to 1 transfer per boarding.
- Fares: All passengers are required to pay the proper fare for all Frankfort Transit Services. Bus drivers cannot make change. Soliciting for fares is not allowed.
- Frankfort Transit will not tolerate any type of violence, threats, intimidation, destruction of property or insubordination. Frankfort Public Transportation has the right to refuse service and remove passengers when necessary. In the event of more serious damage and/or continuing detrimental behavior, offenders will be prosecuted to the full extent of the law.



www.ada.gov
ADA Information Line
800-514-0301
800-514-0383 (TTY)

Phone: (502) 875-8565