



RIDER RULES & GUIDELINES

Essex County Public Transit recognizes its obligations to transport the public in an efficient and safe manner, and to provide a pleasant and clean environment in which to ride. In an effort to meet these goals, Essex County Public Transit has put forth the following passenger guidelines:

GUIDELINES – HOW TO RIDE THE BUS

Arrive at the stop at least five minutes before the bus is scheduled to arrive and ensure you are in a location that is visible to the driver.

Passengers must pay the appropriate fare in order to ride. Cash only accepted. Exact change is required. Bus drivers are NOT permitted to make change.

Confirm your destination with the driver.

Scheduled stop times are best estimates. Traffic and weather may affect scheduled stop times. The bus may arrive ahead of scheduled time. The bus may not leave ahead of scheduled time.

As a courtesy, please reserve front seats for seniors and passengers with disabilities.

Limit packages to what you can carry. Bus drivers are NOT permitted to help load and unload packages, strollers, bags or other personal items. Please keep strollers and other personal items out of the aisle of the bus.

Please do NOT distract the driver, as this will compromise the safety of everyone traveling aboard the bus.

Parental guidance of children is required at all times.

If you are riding the bus at dusk or dawn, please wear light or reflective clothing.

Personal Care Attendants & Service Animals Ride Free: Riders may be accompanied by one trained service animal or one personal care attendant. In New York State, an emotional support animal, therapy animal or comfort animal is not considered a service animal by the ADA. Personal care attendants must be registered with ECPT before riding the bus to qualify for complimentary fares.

RULES & REGULATIONS

No eating or drinking – sealed containers are allowed for drinks

No smoking or vaping

No spitting

No gambling

No foul language

No soliciting of any kind

No loitering

No destruction of property (County or otherwise)

No playing of personal electronic devices which can bother or be heard by the driver or other passengers. This includes, but is not limited to, radios, cd players, cell phones and other any other devices which emit sound.

No spraying of perfumes, deodorant, or aerosol cans.

Do not distract the driver as this will compromise the safety of everyone traveling aboard the bus.

Parental guidance of children is required at all times.

No unruly, disruptive, unsafe, or inappropriate behavior. Inappropriate conduct, including behavior that presents a danger to other riders will not be tolerated. These include but are not limited to intoxication, fighting, arguing, threatening or harassing the driver or other passengers. Individuals with offensively poor personal hygiene can be denied services. At the driver's discretion, a rider who engages in persistent inappropriate and/or dangerous behavior may be required to vacate the vehicle.

Passengers must be fully clothed. Footwear is required. Passengers lacking shirts, pants, shoes, or dressed in a manner to reveal body parts which is found to be offensive by other passengers will NOT be permitted to ride.

Bus drivers are permitted to give one warning to a passenger who violates any of the above rules. Drivers, with approval from the Supervising Bus Driver or Transportation Coordinator, may request that the passenger vacate the vehicle. Authorities will be called in the event that the passenger refuses to vacate the vehicle.

ALL BUSES ARE ADA COMPLIANT and fully accessible to persons with disabilities.

GRIEVANCE AND PROCEDURES

This grievance procedure has been developed to assure consumers of fair and equitable access to public transportation. When a consumer has any problem, the following procedure should be followed to resolve the conflict: each consumer (rider) is expected to communicate directly to the Transportation Coordinator regarding ride-related actions, occurrences or attitudes perceived as unfair or unequitable. A consumer, who believes he/she has suffered a grievance, should notify the Transportation Coordinator at (518) 873-3689 within five (5) days of the occurrence of the alleged grievance in an attempt to arrive at a satisfactory solution in an appropriate timeframe. The Transportation Coordinator shall have five (5) days to respond to the grievance.

TITLE VI NOTICE

Essex County Public Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the 1964 Civil Rights Act. To find out more about our nondiscrimination obligations, to file a complaint, or request this information in another language, please contact us at (800) 914-9266.

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