

## **CITY OF MARICOPA TRANSIT DEPARTMENT**



### **Rider Policies and Procedures**

## **Code of Conduct:**

The code of conduct applies to all activities that occur in or on any MET vehicle, bus stop, shelter or facility.

For the comfort and safety of all passengers, the following conduct is expected when using MET services:

- Cooperate with requests from MET personnel.
- Be considerate and respect the privacy of others.
- Use headphones for music and keep all cell phone conversations short and quiet.
- Wear clothes and shoes.
- Disembark after one round trip.
- Refrain from unnecessary conversation with the driver while the bus is in motion.
- Keep baby strollers, personal shopping carts bags and other items out of aisles.
- Carry – don't wear- roller skates, rollerblades and shoes with cleats onto the bus.

Refrain from behavior that intrudes on welfare of others, including but not limited to:

- Interfering with the safe operation of any MET vehicle.
- Endangering, threatening, harassing or intimidating others.
- Roughhousing, screaming, shouting or spitting.
- Profanity or offensive language.
- Placing feet on seats or seatbacks or lying down on seats.
- Refusing to relinquish seating to elderly or disabled.
- Using tobacco products, including e-cigarettes.
- Eating or drinking on the bus.
- Littering.
- Drinking alcohol, drunk or disorderly conduct, or possession of an open container.
- Loitering without intent to use MET services.
- Indecent exposure.
- Throwing any object at transit property or at any person on transit property.

The following items are prohibited on MET:

- Gasoline and other flammable liquids.
- Firearms, BB guns, air guns, knives.
- Animals (except service animals).
- Car batteries.
- Fireworks.

**No weapons of any kind are allowed on MET vehicles or property.**

**Anyone who fails to comply with the above may be asked to leave the bus or facility or suspended for a period of time indefinitely and may be prosecuted to the full extent of the law.**

**Violations will be documented and the 1<sup>st</sup> occurrence will be a suspension of one week. 2<sup>nd</sup> a suspension of two weeks and 3<sup>rd</sup> termination of service.**

### **Cancellations:**

**Cancellation of your reservation must be made prior to the bus being dispatched. Any late cancellations will be treated as a no show and may lead to suspension of service.**

**No Shows: If a no-show rider has placed an advance reservation for another ride the same day, the no show rider's reservation will be cancelled for the day. If the no show rider calls dispatch to arrange for another ride, the no show rider must pay the regular trip fare for the no show prior to MET providing transit service.**

Trips that are cancelled within two hours of the requested pick-up time will be recorded as a late cancellation. A late cancellation is a no show.

A customer who establishes a reoccurring pattern or practice of no shows may be subjected to suspension of MET services. A pattern is defined as:

1. Three no shows in 90 days.

Each occurrence is considered a violation and customers can expect the following for each violation:

30 – day suspension of service

In the event that you are a no show for a ride, the return ride or any additional ride(s) scheduled for that day will not be automatically cancelled. Please call MET dispatch at 1-833-638-7433 to cancel any return/additional rides you had scheduled that will no longer be needed.

### **Types of Cancellations**

- *Late Cancellation:* Customer cancelled trip within 24 hours of the requested pick-up time. A late cancel is considered a no show.
- *No Show:* Operator arrived at the pick-up location within the pick-up window and customer wasn't there or refused ride.
- Late Cancellations and No Shows Beyond Customer's Control

Late cancellations and no shows beyond the customer's control will not be considered as such. This includes trips missed as a result of sudden illness, family or personal emergency, appointment delay, inclement weather, operator error, pick-ups outside of the pick-up window, or other unforeseen reasons for which it is not possible to call to cancel in time or to take the trip as scheduled. Customers will need to contact MET Dispatch at 1-833-638-7433 when experiencing late cancellations or no shows due to circumstances beyond their control.

**Driver Services:**

- Drivers are not allowed/required to:
- Push an electric mobility device unless the wheel locks are disengaged.
- Operate or push equipment or shopping carts up and down stairs or steep inclines.
- Cross residential thresholds
- Lift or carry customers
- Carry packages or other items.
- \*Operators are trained not to perform these activities. Please refrain from making these requests.
- Hours of Operation:
- The fixed route runs 8am to 5pm Monday through Friday
- The DAR runs 8am to 3:45PM Monday through Friday
- No coins. Dollar bills only, paid to the driver each way.
- Reservations may be made up to 7 days in advance.
- Drivers and office staff may refuse service to anyone who is disruptive, offensive, rude, disorderly, threatening, name-calling, swearing or appears to be under the influence of drugs or alcohol.

**Holiday closures:**

MET does not provide service on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, and the week between Christmas and New Year's Day. – MET will observe the Christmas break in unison with City Hall.