

Rider Safety & Conduct

This service operates under CIRTAs **Public Transportation Agency Safety Plan (PTASP)**.

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Riders must: <ul style="list-style-type: none">• Follow driver instructions at all times• Remain seated while the vehicle is moving• Keep aisles and exits clear• Act in a way that does not create a safety risk | Not permitted (for safety): <ul style="list-style-type: none">• Threatening, aggressive, or disruptive behavior• Interfering with the driver or vehicle operation• Standing or moving while in motion• Smoking or vaping• Alcohol, illegal drugs, weapons, or hazardous materials |
| Accessibility <ul style="list-style-type: none">• ADA-accessible vehicles• Mobility devices secured per driver instructions• Service animals permitted | Enforcement <p>Riders may be removed from service if behavior creates a safety risk. Law enforcement may be contacted if necessary.</p> |

Questions or safety concerns:

317-327-RIDE | www.cirta.us

Full policies available in CIRTAs Workforce Connector Rider Guidelines and PTASP.

CIRTA Workforce Connector Rider Guidelines

CIRTA's Workforce Connector services are designed to help employees get to and from work safely, reliably, and on time. These guidelines help ensure a positive experience for all riders.

1. Before You Ride

- **Know your route and schedule.** Due to traffic, weather conditions and more, the bus could be up to 10 minutes earlier or later than the time points reflected on the schedule.
- **Arrive early.** Be at your stop at least **5-10 minutes before** the scheduled pickup time.
- **Use designated stops only.** Pickups and drop-offs occur only at approved locations.

2. Boarding the Vehicle

- Have any required **ID, pass, or employer credential** ready if applicable.
- Follow the driver's instructions when boarding.
- Allow riders exiting the vehicle to get off first.
- Take your seat promptly so the vehicle can stay on schedule.

3. During the Ride

To ensure a safe and respectful environment:

- Remain seated while the vehicle is moving.
- Keep aisles clear of bags and personal items.
- Use headphones for personal devices and keep noise at a reasonable level.
- Treat drivers and fellow riders with courtesy and respect.

4. Safety and Conduct

The following are **not permitted** on Workforce Connector vehicles:

- Smoking or vaping (including e-cigarettes)
- Alcohol, illegal drugs, or open containers
- Disruptive, threatening, or aggressive behavior
- Weapons or hazardous materials

Drivers may stop the vehicle and request assistance if rider behavior compromises safety.

5. Accessibility

- Workforce Connector vehicles are accessible and comply with ADA requirements.
- Riders using mobility devices will be accommodated consistent with vehicle capacity and safety requirements.
- Service animals are permitted. Pets must be in a secured carrier.

If you need a reasonable accommodation, contact CIRTA in advance when possible.

6. Eating, Drinking, and Personal Items

- Food should not be consumed on board.
- Drinks must be in **closed containers**.
- Personal items must fit on your lap or under your seat.
- Large items that block aisles or exits are not allowed.

7. Getting Off at Your Stop

- Pay attention as your destination approaches.
- Follow the driver's instructions for exiting safely.
- Take all personal belongings with you.

8. Delays, Emergencies, and Service Issues

- Drivers are trained to handle delays, detours, and emergencies.
- In an emergency, follow the driver's instructions.
- If service is delayed due to traffic or weather, CIRTa and/or the service provider will communicate updates when possible.

9. Lost and Found

- CIRTa is not responsible for lost items.
- Items found on vehicles may be turned in to the service provider.
- Contact CIRTa as soon as possible to inquire about lost property.

10. Questions, Feedback, or Concerns

CIRTa welcomes rider feedback to improve Workforce Connector services.

Contact CIRTa:

Phone: 317-327-RIDE

Website: www.cirta.us

CIRTa provides services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act.

CIRTA Workforce Connector Rider Guidelines & Safety Expectations

(Aligned with CIRTA's Public Transportation Agency Safety Plan)

CIRTA's Workforce Connector services are operated under CIRTA's **Public Transportation Agency Safety Plan (PTASP)** and **Safety Management System (SMS)**. These guidelines are intended to support safe operations, protect riders and drivers, and reduce safety risks for everyone using the service.

1. Safety Authority and Applicability

- Workforce Connector services are **contracted commuter transit services** operated on behalf of CIRTA.
- All riders are required to comply with **driver instructions, posted notices, and CIRTA safety policies** at all times.
- CIRTA and its contracted service providers may take immediate action to address unsafe conditions or behavior consistent with PTASP requirements.

2. Rider Responsibilities Under the Safety Plan

Riders play an important role in CIRTA's safety program. Riders are expected to:

- Act in a manner that does **not create a safety hazard** to themselves, other riders, the driver, or the public.
- Follow instructions given by the driver during normal operations, service disruptions, or emergencies.
- Report safety concerns, hazards, or unsafe behavior to the driver or to CIRTA.

3. Boarding and Trip Safety

- Arrive at your designated stop **at least five (5) to ten (10) minutes early**.
- Board only at **approved Workforce Connector stops**.
- Take a seat promptly and remain seated while the vehicle is in motion.
- Keep aisles, exits, and securement areas clear at all times.

These practices support CIRTA's **hazard mitigation and risk reduction goals** under its PTASP.

4. Conduct That Creates Safety Risk (Prohibited Behavior)

The following behaviors are prohibited because they increase safety risk under CIRTA's SMS:

- Threatening, aggressive, or disruptive behavior
- Harassment, intimidation, or verbal abuse
- Interfering with the driver or vehicle operation
- Standing or moving about the vehicle while it is in motion
- Smoking or vaping (including e-cigarettes)
- Alcohol, illegal drugs, or open containers
- Weapons or hazardous materials

Drivers are authorized to stop service and request assistance if rider behavior presents a safety risk.

5. Noise, Electronics, and Distractions

To reduce operator distraction and maintain a safe environment:

- Use headphones for personal devices.
- Keep phone conversations brief and quiet.
- Loud or disruptive noise is not permitted.

These rules directly support CIRTAs **distraction-reduction and operator safety policies** under the PTASP.

6. Accessibility and Mobility Devices

- Workforce Connector vehicles comply with **ADA accessibility requirements**.
- Mobility devices must be secured according to driver instructions.
- Riders must be able to safely board and position their mobility device.
- Service animals are permitted. Other animals must be in a secured carrier.

Requests for reasonable accommodation may be made consistent with CIRTAs policy.

7. Food, Drinks, and Personal Items

- Food may not be consumed on board.
- Drinks must be in **closed containers**.
- Personal items must fit on your lap or under your seat.
- Items that block aisles or exits are not permitted, as they present a safety hazard.

8. Emergencies and Safety Events

In the event of an emergency or safety incident:

- Remain calm and follow the driver's instructions.
- Do not exit the vehicle unless directed to do so.
- Emergency response actions are governed by CIRTAs PTASP and contractor emergency procedures.

CIRTA investigates safety events as part of its **Safety Risk Management and Safety Assurance processes**.

9. Removal of Riders for Safety Reasons

Consistent with CIRTAs PTASP:

- Riders may be removed from service if their behavior creates an **unacceptable safety risk**.
- Removal may result in temporary or permanent suspension of riding privileges.
- Law enforcement assistance may be requested if necessary to protect safety.

10. Reporting Safety Concerns

Riders are encouraged to report:

- Unsafe conditions
- Hazardous behavior
- Near misses or safety concerns

Reports support CIRTAs **hazard identification and continuous improvement obligations** under federal safety regulations.

Contact CIRTAs:

Phone: 317-327-RIDE

Website: www.cirta.us

11. Civil Rights and Nondiscrimination

CIRTA operates its services in accordance with **Title VI of the Civil Rights Act of 1964** and provides service without regard to race, color, or national origin.