



LeeTran Customer Policy

Lee County Transit Department - LeeTran
6035 Landing View Road
Fort Myers, Florida 33907
Tel 239.533.8726
www.rideLeeTran.com

LeeTran Customer Policy
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LeeTran strives to provide safe and comfortable transit services for the residents and visitors of Lee County. To ensure that our services meet the expectations of our customers and meet our goals of being safe, efficient and effective, LeeTran has established these customer policies. These policies serve as a guide and are not meant to be all-inclusive. Rather, these policies outline some behaviors which can be disruptive and/or impede our ability to provide service that meets our high standards.

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1. General Policy

The bus is a public place. For the safety and comfort of all of our customers, users of all LeeTran services are expected to follow certain rules of conduct. Many of these rules are contained in this policy; however it is not possible to address every situation. Customers are asked to use this policy as a guide and conduct themselves in a manner that is respectful of other customers, LeeTran’s employees and county property.

LeeTran is committed to the enforcement of these policies. Law enforcement and other resources will be utilized to remedy situations as deemed appropriate. LeeTran expects the full cooperation of its patrons.

2. Customer Service

LeeTran is committed to providing exceptional customer service and insuring that our buses, facilities and services exceed our customers' expectations. Compliments, concerns and complaints can be directed to LeeTran's Customer Service Office located at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, Florida 33901, (239)533-8726 or on-line at www.rideleetrans.com.

3. Proper Attire

All persons using LeeTran buses and transit facilities must be appropriately clothed. For your safety, shoes and shirts are required.

4. Eating and Drinking While On-Board

LeeTran customers may not eat or drink while on the bus. Customers may carry on food and beverages provided they remain in closed containers and are not opened on the bus.

5. Customer Conduct

Customers using LeeTran buses, services and facilities must adhere to these policies and conduct themselves in a manner that is respectful of their fellow passengers and employees of LeeTran. While using LeeTran, please:

- Have the proper fare ready when boarding
- Show your LeeTran ID card, if applicable
- After boarding the bus, take a seat; avoid moving about the bus
- Stow any items securely and safely away from main aisles where other passengers might trip on them
- Offer your seat to elderly persons and persons with disabilities or those utilizing mobility aids
- Do not open windows
- Do not litter
- Do not yell or speak loudly
- Do not use profanity – do not swear or make rude gestures
- Refrain from touching other passengers and service animals. Inappropriate behavior will be reported to the authorities
- Do not bring weapons, drugs or alcohol on the bus or on to transit facilities

- Threatening or abusive language and behavior directed at other customers or LeeTran staff is strictly prohibited and will be reported to authorities
- Please do not litter – place all garbage in refuse containers.

The following items are not permitted on the bus or at LeeTran facilities:

- Car batteries – lead acid batteries of any type
- Gasoline or other flammable liquids
- Explosive devices or chemicals of any type
- Cylinders that contain explosive gases or liquids except for those assisting a person pursuant to the Americans with Disabilities Act (ADA)
- Blood born pathogens of any type in any form
- Motor oil that is not in a properly sealed container
- Large objects that cannot be safely stowed
- Car and truck tires and/or rims
- Devices associated with weapons of mass destruction
- Propane cylinders
- Items that may contain corrosive or dangerous materials and/or chemicals that are not properly secured for transport. These may include radiators containing ethylene glycol, antifreeze, containers of ammonia, chlorine, bleach, acids of all types and/or any dangerous chemicals and/or biological agents.

6. Audio and Video Devices

Customers may use audio and/or video equipment as long as it is amplified only through headsets and is not disruptive to other customers. The viewing of explicit or pornographic video and/or other materials on any device or literature is strictly prohibited by any person on a bus or at a transit center.

7. Pets

Service animals are welcomed aboard LeeTran buses and at transit facilities.

Small pets that can be carried on are allowed on LeeTran buses provided they are contained in a carrier that is safe, secure and does not endanger the animal. The passenger must be able to lift and carry the carrier without assistance. Poisonous and/or dangerous exotic animals are not allowed on-board the bus or at LeeTran facilities.

8. Soliciting – Panhandling – Proselytizing

Soliciting of any type is prohibited aboard LeeTran buses and at transit facilities.

Customers may not panhandle, ask other customers for bus fare or solicit donations.

Customers are asked to refrain from distributing unsolicited religious or political information, pamphlets and other materials. This is commonly referred to as *proselytizing*.

It is LeeTran's goal to ensure customers are able to access and utilize transit services and transit facilities without experiencing solicitation or intimidation.

9. Intoxicated Customers

Intoxicated customers who are unruly or disruptive will not be allowed to board LeeTran buses. LeeTran will request the assistance of Law Enforcement to enforce this policy as deemed necessary.

LeeTran recognizes that in some instances, transit service may provide an alternative to driving while intoxicated. LeeTran supports any effort that discourages driving while intoxicated. To that end, customers who are intoxicated will be allowed to utilize transit services as long as they do not pose a risk to themselves or other customers and they strictly adhere to these customer policies.

10. Weapons and Controlled Substances

No *illegal* weapons or controlled substances of any kind may be carried aboard LeeTran buses or on LeeTran property. *Exceptions to this policy are those persons duly authorized and/or licensed to carry a legal weapon or firearm.*

11. Persons with Disabilities

The Americans with Disabilities Act of 1991 as amended, commonly known as ADA, is a law which protects persons with disabilities. LeeTran strives to meet or exceed the expectations of our customers with disabilities. In order to travel safely onboard LeeTran buses, customers utilizing wheelchairs or mobility devices should be secured to the floor of the bus utilizing a 4-point restraint method whenever possible. Persons using a mobility device are welcome to sit in a bus seat if they desire. Lap restraints on fixed route buses are not required.

Any customer experiencing an unfavorable experience should report the incident to LeeTran's Customer Service Office located at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, Florida 33901, (239)533-8726 or on-line at www.rideleetran.com.

12. Smoking Policy

Florida is a clean air state. Smoking is not allowed on buses or in bus shelters.

The State of Florida, under the provisions of the Florida Clean Indoor Air Act (*s. 386.204, F.S.*), prohibits smoking aboard LeeTran buses. Smoking is also prohibited within 25 feet of any door

opening of a public facility including bus shelters. Failure to comply with this law can result in a fine and other enforcement actions by law enforcement.

LeeTran prohibits the use of electronic cigarettes, e-cigarettes, e-cigars, personal vaporizers, or PVs of any type or description in any LeeTran public area, transit vehicle, bus or terminal. These devices are banned whether or not they emit steam, smoke, odor, chemicals or any other type of element that is exhaled when in use.

13. Safety and Security

Our customers' safety and security is important. Please report any suspicious behavior immediately. Customers should report any unattended packages or parcels to LeeTran staff immediately.

14. Bicycles

LeeTran works to facilitate the use of other modes of transportation including the use of bicycles. Bicycles must be mounted on the front of the bus and secured. LeeTran is not responsible for loss or damage caused to bicycles or other equipment. Operate with caution.

For the safety of our customers, generally bicycles are not allowed on the bus. Some exceptions apply.

Electric and collapsible bicycles may be permitted onboard the bus after proper clearance. Customers must obtain prior clearance at LeeTran's Customer Service Office located at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, Florida 33901, (239)533-8726. Approved bicycles will be issued a sticker indicating they are approved to be stowed aboard the bus.

15. Lost and Found

Report lost and found items at LeeTran's Customer Service Office located at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, Florida 33901, (239)533-8726 or on-line at www.ridelleetran.com.

Please note some items may be transferred to other locations for storage. Customers should contact Customer Service for assistance.

16. Rider Alert

On occasion it is necessary to make changes to our system. LeeTran publishes this information on its web site and on "Rider Alert" notifications on the bus.

17. Anti-Discrimination

LeeTran complies with Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin. Any person who believes they have been discriminated against in the use of public transit because of race, color, religion, sex, age, national origin, disability, or familial status may file a complaint with **LeeTran's Customer Service Office** located at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, Florida 33901, telephone (239)533-8726 or on-line at www.rideleetrans.com or with **Lee County's Office of Equal Employment Opportunity**, 2115 Second Street, 4th Floor, Fort Myers, Florida, 33901, telephone (239) 533-2245.