



LeeTran Customer Policy

Lee County Transit Department – LeeTran
3401 Metro Parkway
Fort Myers, FL 33901
Tel (239) 533-8726
www.rideLeeTran.com

Updated October 22, 2024

LeeTran Customer Policy

Lee County Transit - 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.

We believe that it is the obligation of each and every member of the traveling public to contribute to the safety of the bus, bus shelters, bus stops, the Depot, and any bus transit facilities. To this end, a standard of conduct is expected from every patron of the LeeTran system, whether on a transit vehicle or at any transit facility. Safety is everyone's responsibility, and we require anyone that witnesses inappropriate behavior in or around transit facilities to report it to security before boarding or to the transit operator after boarding.

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.

Table of Contents

- 1. General Policy**
- 2. Customer Service**
- 3. Proper Attire**
- 4. Eating and Drinking While On-Board**
- 5. Customer Conduct**
- 6. Refund Policy**
- 7. Prohibited Items**
- 8. Audio and Video Devices**
- 9. Soliciting – Panhandling – Proselytizing**
- 10. Intoxicated Customers**
- 11. Weapons and Controlled Substances**
- 12. Persons with Disabilities**
- 13. Smoking Policy**
- 14. Safety and Security**
- 15. Bicycles**
- 16. Lost and Found**
- 17. Rider Alerts**
- 18. Stroller, Cart, and Personal Item Policy**
- 19. Public Use of ADA Paratransit Complementary Service and Transportation Disadvantaged Program**
- 20. Other Considerations**
- 21. Customer Relations Committee**
- 22. Issuance and Maintenance of Trespass Warnings**
- 23. Anti-Discrimination**

1. General Policy

The bus is a public space. For the safety and comfort of all customers, users of LeeTran services are expected to follow certain rules of conduct. While many of these rules are outlined in this policy, it is not possible to address every situation. Customers are encouraged to use this policy as a guide and to conduct themselves in a manner that is respectful of other passengers, LeeTran employees, and county property..

LeeTran is committed to enforcing these policies. Law enforcement and other resources may be utilized to address situations as deemed appropriate, and full cooperation from all patrons is expected.

2. Customer Service

LeeTran is committed to providing exceptional customer service and ensuring 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 LeeTran Headquarters, 3401 Metro Parkway, Fort Myers, FL 33901 or Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, FL 33901, telephone (239) 533-8726 or on-line at www.rideleetran.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, drink alcoholic beverages, or smoke (including electric or battery-powered vaping devices) while on the bus. Customers may carry on food and beverages provided they remain in closed containers and are not opened on the bus.

Please do not litter – place all garbage in waste containers.

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 LeeTran employees. 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 and avoid moving about the bus unnecessarily.
- Stow any items securely and safely away from main aisles to avoid tripping hazards.
- Offer your seat to elderly passengers, persons with disabilities, or those utilizing mobility aids.
- Do not open windows.
- Refrain from yelling or speaking loudly.
- Avoid profanity, swearing, or making rude gestures.
- Do not touch other passengers and service animals.
- Do not bring drugs or alcohol onto the buses or into transit facilities.

- Threatening or abusive language or behavior toward passengers or LeeTran staff are strictly prohibited and will be reported to authorities.

6. Refund Policy

Refunds for overpayment may be issued in the form of transit currency.

7. Prohibited Items

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-borne 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 or biological agents.

8. Audio and Video Devices

Customers may use a radio, CD player, or other audio-visual 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.

9. Soliciting – Panhandling – Proselytizing

Soliciting of any kind is prohibited aboard LeeTran buses and at all transit facilities. Customers may not panhandle, request bus fare, or solicit donations. Additionally, customers are asked to refrain from distributing unsolicited religious, political, or other materials, *a practice commonly referred to as proselytizing*.

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

10. Intoxicated Customers

Intoxicated passengers 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, passengers 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.

11. 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.

12. Persons with Disabilities

The Americans with Disabilities Act (ADA) of 1991, as amended, protects the rights of individuals with disabilities. LeeTran is committed to meeting or exceeding the expectations of customers with disabilities. To ensure safe travel aboard LeeTran buses, customers utilizing wheelchairs or mobility devices should, whenever possible, be secured to the bus floor with a four-point restraint system whenever possible. Individuals using a mobility device are welcome to transfer to a regular bus seat if they prefer. Lap restraints on fixed route buses are not required but are recommended.

Any customer who experiences an unfavorable incident is encouraged to report it to LeeTran's Customer Service Office at LeeTran Headquarters, 3401 Metro Parkway, Fort Myers, FL 33901; the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, FL, by phone at (239) 533-8726; or online at www.rideleetrans.com.

13. Smoking Policy

Florida is a clean air state. Smoking, including the use of electric or battery-powered vaping devices-is not permitted on LeeTran buses or in bus shelters.

Under the Florida Clean Indoor Air Act (*s. 386.204, F.S.*), smoking is prohibited aboard LeeTran buses and within 25 feet of any public facility door opening, including bus shelters. Failure to comply with this law may result in a fine and other enforcement actions by law enforcement.

14. Safety and Security

The safety and security of our customers are of paramount importance to LeeTran. Customers are encouraged to report any suspicious behavior immediately to LeeTran staff. Any unattended packages or parcels should be reported to LeeTran staff without delay.

15. Bicycles

LeeTran supports the use of bicycles as an alternative mode of transportation. Bicycles must be mounted and secured on the front of the bus. LeeTran is not responsible for loss or damage caused to bicycles or other equipment. Customers should operate with caution.

For the safety of our customers, generally bicycles are not allowed on the bus, with certain exceptions. Electric and collapsible bicycles may be permitted onboard the bus after being physically inspected by a LeeTran representative. Approved bicycles will receive a sticker indicating they can be stowed on the bus. Customers must obtain prior clearance at LeeTran's Customer Service Office located at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, FL 33901, or LeeTran Headquarters, 3401 Metro Parkway, Fort Myers, FL 33901, telephone (239) 533-8726.

16. Lost and Found

Lost and found items should be reported to LeeTran's Customer Service Office located at the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, FL 33901, or LeeTran Headquarters, 3401 Metro Parkway, Fort Myers, FL 33901, telephone (239) 533-8726 or on-line at www.rideleetrans.com.

Some items may be transferred to other locations for storage; customers should contact Customer Service for assistance.

17. Rider Alert

LeeTran occasionally make changes to its system. Information about these changes is published on LeeTran's website and displayed as "Rider Alert" notifications on the buses, at bus stops, and bus shelters along the affected service area.

18. Stroller, Cart, and Personal Item Policy

Stow all personal items securely and safely away from main aisles to prevent tripping hazards. Any shopping carts or strollers must be folded and stored out of the aisle. All items brought on board must be able to be held by the passenger while the bus is in motion.

19. Public Use of ADA Complementary Paratransit Service and Transportation Disadvantaged Program

ADA Complementary Paratransit Service

LeeTran offers ADA paratransit service in accordance with the Americans with Disabilities Act of 1990 for persons with physical, cognitive, visual, and other disabilities that functionally prevent them from using the LeeTran fixed route system, either permanently or under certain conditions.

Eligibility for ADA paratransit service is based on transportation needs, not medical determinations. To be eligible, a disability must prevent the use of LeeTran's fixed route bus service, and the origin and destination of the trip must be within $\frac{3}{4}$ (three-quarters) of a mile of a fixed route. Trip with origins and destinations outside this service area are not eligible.

“Conditional” eligibility may be granted to individuals who can use the bus under certain conditions but not others. Eligibility is determined based on the specific circumstances or conditions related to the individual’s disability.

Transportation Disadvantaged Program (TD)

The Transportation Disadvantaged (TD) Program serves individuals who are unable to transport themselves or purchase needed transportation due to physical or mental disability, income status, or age. These individuals are considered transportation disadvantaged and are eligible to apply for the program.

- **Transporting Packages, Oxygen and other items**

Passengers are to limit their packages to four (4) parcels that they can carry themselves. Drivers are not allowed to assist riders with personal belongings. It is important to remember that ADA Complementary Paratransit Service is a shared-ride system.

Passengers may not transport explosives, flammable liquids, or materials hazardous to themselves, drivers or other passengers. The passengers possessing or using illegal drugs may be denied or terminated from transportation services.

Passengers using self-carrying portable oxygen are granted transportation as it is a life sustaining mobility aid.

- **Service Animals**

Service animals are defined as animals individually trained to perform work or specific tasks for individuals with disabilities. Service animals may ride at no additional charge but must remain properly controlled at all times. Passengers are responsible for the behavior and hygiene of their service animals. Service may be refused or discontinued if a service animal is disruptive or poses a safety risk. Refusal of service applies only to the animal, not the passenger.

- **Comfort Pets**

Small pets may ride on LeeTran buses only if they are muzzled and leashed or contained in a secure carrier that does not obstruct aisles or designated spaces. Passengers must be able to lift and carry the carrier without assistance.

All animals must be under the control of their owner. Poisonous or dangerous exotic animals are not allowed on LeeTran buses or at transit facilities.

- **Mobility Devices**

All Lee County revenue transit vehicles are ADA accessible. They are equipped with lifts that will accommodate mobility devices that are no longer than 48 inches or wider than 32 inches and weigh no more than 600 pounds when fully loaded and occupied. Mobility devices that exceed these standards may not be transported.

20. Other Considerations

- **No Eating, Drinking, or Tobacco Use:** Eating, drinking, and the use of any tobacco products are not permitted on any LeeTran vehicles.
- **No Littering:** Littering inside LeeTran vehicles is not permitted.
- **Noise Control:** Passengers are not allowed to play loud music while on board.
- **Personal Audio Devices:** Radios, cassette tape players, or any other sound-generating devices may not be played aloud on the vehicle. Passengers must use headphones or earphones when using these devices.
- **Seat Belt Requirement:** All passengers are required to wear seat belts while being transported in LeeTran paratransit vehicles.
- **Unscheduled Stops:** Unscheduled stops (e.g., convenience stores, pharmacies, or other locations not listed on the manifest) are not permitted. Operators are only authorized to make stops at scheduled destinations.
- **Behavior Policy:** Violent, disruptive, or illegal behavior will not be tolerated. Passengers who are physically or verbally abusive to operators or other passengers, or who engage in disruptive conduct, may face disciplinary actions up to and including suspension of service.

21. Customer Relations Committee

On occasions when there are transportation or passenger problems, a disciplinary committee will meet to review such matters. The Appeals Committee will consist of a LeeTran team member, and an independent member of our community. The Transit Director will review the Committee's decision and has the discretion to make the final recommendation.

22. Issuance and Maintenance of Trespass Warrants

LeeTran will give warnings and ask individuals to leave transit property before any law enforcement action is taken. The decision to issue a trespass warning will be made by LeeTran and/ or any law enforcement agency. A supervisor or any Lee County representative will contact the appropriate authority (Lee County Sheriff Department, Fort Myers Police Department, Cape Coral Police Department, etc.) He/she will meet with the authority on the scene to file and complete the warning.

23. 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, FL 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, FL 33901, telephone (239) 533-2267.

By adhering to these guidelines, all customers can enjoy a safe and pleasant experience on LeeTran services. Thank you for your cooperation.