



Rider Protocol Guidelines

To ensure a safe and comfortable ride, we ask all passengers adhere to the following Rider Protocol guidelines:

- Listen to the bus operator.
- Stand back from the curb at least 2 feet until the bus comes to a complete stop.
- Never run after a bus. Buses may not stop after they have pulled away from the curb.
- Enter buses through the front door and allow others to exit before boarding.
- Never cross the street in front of a bus after exiting.
- Do not stand in the wheelchair area
- Do not stand in front of the yellow line (standee line) by the fare box.
- Please take your seat promptly once you've paid your fare. All passengers must be seated when the bus is in motion. If you have to stand, please hold onto the handrails, bus hand straps, or seat backs.
- Children must remain seated at all times.
- Vacate seating areas near the front when seniors or people with disabilities board.
- Keep the seats next to you clear of belongings so other passengers can sit.
- Strollers, baby carriages, and portable shopping carts must be folded and stowed underneath the seat. It is mandatory that the aisles be kept clear for safety reasons.
- Limit packages to what will fit underneath your seat and/or on your lap. The bus operator will not assist with packages.
- THE Bus is not responsible for any items left onboard.
- Any unattended, suspicious looking boxes or packages should be reported immediately.
- Proper attire must be worn, shirts and shoes are required.
- Service animals are permitted to accompany their owner on the bus. No other animals can be transported unless confined to a secured pet container.
- No skates or rollerblades can be used on buses
- Buses stop ONLY at designated stops on the fixed-route and at pre-determined stops on demand response service.
- Sharing your pass or transfer with another rider is not allowed.
- Be ready with exact change, bus pass or transfer before you board. When applicable, show your Reduced Fare Photo ID or ADA Eligibility ID to the bus operator upon boarding.
- Bus operators may deny boarding to anyone without a valid fare.
- Damaged passes will not be accepted.

- For transit riders:
 - Please use the nearby bus stop to catch TheBus
 - You should arrive at your stop at least ten (10) minutes early. Wait at the stop or in a bus shelter where the driver can see you.
 - If you need a transfer, be sure to request one from the bus operator before exiting the bus.
- The bus operator will announce major stops and intersections. If you are not familiar with the area, feel free to ask the bus operator to call out your destination.
- When you are about one block from your desired stop, pull the cord next to the window.
- Please keep TheBus clean for everyone. All trash should be discarded in the trash can near the door.

Wheelchairs

All vehicles are equipped with a wheelchair lift/ramp and there are tie-down spaces for 2 wheelchair/scooter passengers on each vehicle. Wheelchair passengers should arrive at their bus stop at least 10 minutes early and be in position to board when the vehicle pulls-up.

Please follow the bus operator's instructions for getting on and off the vehicles safely. When inside, the bus operator will secure you in the wheelchair position and assist you with the safety belt system. If unable to pull the signal cord at your designated bus stop location, please advise the driver of your destination.

If utilizing a battery-operated wheelchair, the bus operator will not be able to assist you if the battery is dead.

Bikes on Buses – ONLY Fixed-Route

- When stowing your bicycle on the rack in front of the bus, please position it where it does not obstruct the view of the bus operator. It is the passenger's responsibility to stow his or her own bicycle.
- When you reach your stop, please remind the bus operator you will be retrieving your bike from the rack.
- Always place the bike rack in an upright locked position after removing the bike.
- After removing your bike, return to the curb with your bike and wave to the bus operator when you are clear and it is safe for them to proceed.
- If the bike rack is full, you have two options:
 - Wait for the next bus, or
 - Bring a bike lock to secure it to the bus stop sign
- Gasoline-powered bicycles, scooters and skateboards are not allowed on the bus or a bus bike rack.

More information on how to load your bike can be found on our website www.hernandobus.com, or if you are interested in obtaining training, please call (352) 754-4444 to make an appointment.