



Hot Springs Intracity Transit – Passenger Code of Conduct

100 Broadway Terrace ▪ Hot Springs, AR 71901 ▪ (501) 321-2020

Purpose

The purpose of the Passenger Code of Conduct is provide a safe, secure and comfortable transit ride for Hot Springs Intracity Transit (HSIT) users. Safety is our number one priority for passengers. A secure environment is dependent upon every passenger and transit personnel cooperating with policies. Quiet enjoyment of the rider’s commute is essential for quality public transportation. The right to ride comes with the responsibility of good conduct toward others. Violation of this compact will receive sanction.

General Conditions and Definitions

Hot Springs Intracity Transit (HSIT) provides public transportation within the city limits of Hot Springs. Our services include fixed route bus and paratransit. Public transportation provides low-cost rides for all citizens to reach jobs, healthcare and other services. It is also a shared community amenity funded through revenues received from fares, local, state and federal resources. HSIT current service hours are 6 a.m. through 6 p.m. Monday through Friday, and 10 a.m. through 6 p.m. Saturdays. All service terminates at the Transportation Depot.

Transit Facilities – public locations which are served by HSIT including stations, signed bus stops, transfer points and bus shelters. The Transportation Depot station is the largest passenger facility in the HSIT system. Transit facilities are public and subject to all laws governing public places or public rights-of-way.

Transit Driver - any licensed operator of any motor vehicle or public conveyance. Operators of our buses are specially licensed and trained for transit operations.

Transit Supervisor- any person charged with overseeing safe operations of transit services. HSIT supervisors are the on-the-street operations personnel who have enforcement powers to provide support and security related to our services.

Passenger or Transit Rider - a user of public transportation. Public transportation is offered to all without discrimination as required under Title VI of the Civil Rights Act of 1964.

Fare - the monetary amount charged by the operator for the use of the motor vehicle or public conveyance -- in this case, the fee charged by HSIT per transit ride.

Fare box - special vault provided on the vehicle to receive passenger fares

For further definitions related to transportation refer to City of Hot Springs code section 13-1-1 Hot Springs Transportation Code.

Passenger Code of Conduct

In general, passengers should conduct themselves with civility while using and participating in HSIT services. Passengers are required to follow the direction and guidance of transit personnel within the transit system primarily for safety and security reasons. Public transportation creates a social contract between provider and rider so all may benefit from quality, efficient transportation.



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Waiting and Boarding the Bus

Passengers wishing to connect to HSIT must wait for the bus at a designated and signed bus stop. All transit system stops are sign with the IT Bus logo and clearly marked. Operators are familiar with bus stops along each route and will not stop for passengers unless they are waiting at the stop. Running to catch the bus when not waiting at the stop is dangerous. Never try to run the bus down or step into traffic. Injury or fatality could result. Plan ahead for your transit trip by arriving at the bus stop 10 minutes early. Use trip planning app such as Google Maps for this purpose. Apps will provide route information and schedule times by stop. The rider may always call customer service to receive route and schedule information. Customer service is available between 8:00 AM and 4:30PM Monday through Friday. Bus operators are not allowed to have non-business related conversations while driving the bus. Refrain from making requests or causing distractions while the bus is moving.

The Transportation Depot is our main passenger terminal in the system. It is located at 100 Broadway Terrace in Hot Springs. Tickets and passes may be purchased at this location during customer service hours. Restrooms are provided for public use in this building. The facility may be used to wait for your next ride. Loitering, sleeping, eating or smoking are not allowed within the station. Obey posted rules.

Riding the Bus

When boarding the bus, passengers should be “ready to ride” by having their fare ready. Once the bus arrives at your stop, it is customary to wait for arriving passengers to get off before boarding. Board the vehicle and deposit your fare immediately in the farebox. Passengers paying reduced fare must provide the driver with identification showing eligibility. Refusing to show ID will result in the passenger not being allowed to ride.

If you are transferring to another route, request your transfer when you board. One transfer per fare is allowed, and you may only transfer at the Transportation Depot. Transfers must be used within one hour of receipt. The driver will ask you to pay another fare if you don't get a transfer for your next ride from the Transportation Depot.

After boarding the vehicle, please take your seat immediately. Passengers are not required to sit in a seat; however, if standing, they must stand behind the yellow line. Riding the bus seated is recommended unless standing room is the only option available. Arms, legs and other body parts must remain inside the vehicle at all times for safety. The bus aisle must remain clear of all parcels, bags, and the like. In case of an emergency evacuation, parents or guardians are responsible for the conduct and safety of minor children. Children under six years of age must be accompanied.

Front bus area seats are designated for seniors and those with disabilities, especially when the bus is crowded. Be courteous and offer your seat to someone in need of assistance. When riding in a wheelchair, the driver will lower the loading ramp for you to board the bus. They will then assist you in securing the chair with wheelchair straps. Once secured, you will be offered a seatbelt. It is recommended that you ride on our vehicles with a seatbelt either on your chair or with the belt provided for safety. The driver will remove the securement and lower the ramp for you to get off when you reach your destination.



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When you are ready to get off at your stop, just pull the cord near the window next to your seat. A bell and lighted sign will indicate you have requested a stop. The rider should anticipate their stop and pull the cord just prior to his location. If your stop has passed because your stop was requested too late for the driver to pullover safely, the passenger must wait for the next stop. If you are unsure of where to get off, ask the driver as you board for that information, so you will know when it is time to request your stop.

When getting off the bus, be sure and hold onto railings if you are unsteady. Watch your footing, as street conditions at each stop may vary. Step away from the vehicle quickly, and do not cross the street in front of the bus. Use all available pedestrian crossings and signals to access your final destination.

Fare Policy

Each passenger wishing to ride the bus must pay a fare. Each fare is eligible for one transfer, which may be requested when boarding the bus. Transfers may only be used at the Transportation Depot station between routes. For example, a passenger riding Route 3 to the depot may use their transfer to Routes 1 or 2 and continue their journey. Once they reach their destination and disembark they must pay another fare for the return trip. They may request a transfer for the return trip in reverse returning via Route 3. The fare structure is as follows:

Passenger Type	Fare Type		
	Single Ride	Sheet of 10 Coupons	Monthly Pass
Adult 19 - 61 years	\$1.25	\$9.25	\$41.25
Senior 62 yr. or older	\$0.50	\$5.00	\$22.00
Medicare/ Disabled	\$0.50	\$5.00	\$22.00
Youth 7-18 years	\$1.25	\$6.25	\$27.50
Preschoolers 0-6 years	\$0.00	\$0.00	\$0.00

Those wishing to purchase reduced fare coupons or monthly passes must provide proof of eligibility. A valid state ID for proof of age or a Medicare card showing disability eligibility must be provided. Proof of eligibility ID must be shown to the driver on the bus to board with reduced fare in cash.

Regulatory Compliance

Fares and general operating procedures are also listed in the City of Hot Springs Code of Ordinances, Chapter 13, Section 2. All federal regulations governing public transportation as administered by the Federal Transit Administration (FTA) apply, including Title VI. The basic provision of Title VI states: “No person in the United States shall, on the grounds of race, color or national origin be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” HSIT also complies with federal regulation governing those with disabilities as provided under the Americans with Disabilities Act. For copies of these specific policies and city code please refer to our website: <https://www.cityhs.net/164/Intracity-Transit> .



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Transit Rider Responsibilities

Our transit vehicles and facilities are under video and audio surveillance. While review of recordings is not conducted regularly, when incidents occur these recordings will be used as evidence of events. Riders are expected to comply with good passenger conduct.

The bus has limitations in space and facilities. So riders are restricted, for safety reasons, regarding behavior as well as what items they can bring on the bus.

Allowable Bus Conduct

The following listed conduct is allowed on HSIT vehicles. Each of these rules are policies which provide for a safe and secure ride for each of our passengers and will be enforced. Oversized items, spilled liquids, or noisy behavior are some examples which negatively impact safety and the transit rider's experience. The rules are established to protect all our passengers.

- Drinking and eating food is not allowed on the bus. Passengers may carry food and drinks in sealed spill proof containers. Beverages must be carried in spill proof containers and/or the packaging it was purchased. The container must not leak when tipped upside down. Fast food style drink cups are not considered spill proof. HSIT staff are allowed to consume snacks and drinks on the bus during breaks. Drinks are to be kept in a travel type container with a tight fitting lid. Refillable bottles with a secure cap are also allowed. No glass please.
- Smoking or vaping is not allowed on the bus or on Transportation Depot platforms. By city ordinance, smoking is allowed 25 feet away from building facilities, as posted. Drug use including marijuana is not allowed on city property. Consumption of alcohol is not allowed on city property including buses, bus stops, parking lots and park areas.
- Bags must be limited in size to what the passenger can hold on their lap and fit under their own seat. Drivers are not allowed to load packages, shopping bags or luggage for the passenger. Baggage, handbags, backpacks, tote bags and packages are to be carried by their owners. Bags of cans, garbage or any leaking items are not allowed on the bus.
- A cooler no larger than can be carried in one hand and may not have wheels. A size not to exceed approximately 16 quarts is allowed. The cooler should be held in your lap or stowed under your seat.
- Athletic gear, games and toys must be carried in a bag. All picnic gear must be carried in a container or bag. Food must be in spill proof containers and must not be consumed on the bus.
- Fishing gear and tackle must be in a container; poles must be collapsible to a length not to exceed four feet. No hooks or lures are to be attached or exposed. Live fish shall not transported on the vehicle. Any catch must be in a cooler and/or sealed spill proof container.
- Bringing onboard a stroller or mobility device is allowed. These devices must be collapsible so as not to block the walking aisle. Strollers must be clasped and stowed on the bus for your trip. Walkers, canes and other mobility devices must not to present a tripping hazard in the bus aisle. Remove all bags from these items so they may be stowed under or in between the seats.
- Service animals accompanied by their owners are allowed on the bus. The animal must remain under control at all times by the owner. The operator will ask you if the animal is a service



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animal and what its purpose is. Animals that are companions, emotional support animals, therapy animals or pets are not service animals by definition under Federal Americans with Disabilities Act (ADA) regulation. These animals are not permitted on the bus unless they have been secured in a locked small animal carrier.

- Wheelchairs and mobility scooters are allowed on the bus. All devices must be secured in place with securement straps provided on the bus by the operator. A safety belt will be offered to each wheelchair passenger. It is recommended the passenger ride with the safety belt secured. Avoid excessive baggage hanging from your wheelchair. It delays the securement process and can block the walk aisle, creating a safety hazard.
- Bicycles and Segway type devices are not allowed inside the bus. Bicycles may be transported on the secure bike rack positioned outside on the front of each bus. Remember to retrieve your bike when you reach your destination.
- For the safety of all passengers, firearms, weapons, tools, implements or power tools are not allowed on the bus. Examples include hand guns, long guns, bows, crossbows, knives, black jacks, drills and saws (hand or powered), screwdrivers, garden implements, hoes, rakes, shovels, mowers, trimmers, vehicle parts, gas cans or anything that is sharp which can be used as a weapon. The operator or supervisor has the authority to make a judgement, based on safety, as to what constitutes a dangerous or threatening implement.
- Articles that are toxic or have an offensive odor cannot be transported on the bus. Due to health and safety concerns, passengers that have bodily fluids, urine, feces or blood on themselves or clothing will not be transported. Diaper changing is not allowed. Persons whose body hygiene is so offensive as to constitute a nuisance toward others will not be allowed to ride.
- Respect fellow passengers. Engaging in boisterous activity, loud or profane language, arguing, singing or any disorderly conduct is prohibited. Keep mobile phone conversations to yourself; speaker phone use is prohibited. Loud playing of music is not allowed. If listening to electronic devices, use headphones at a low volume so others may not hear it. Keep conversations at a low level so as to not distract the operator from driving.
- Soliciting, selling, canvassing, panhandling, gambling or distributing materials is not allowed on the bus.
- All passengers must be properly clothed. Shirts and shoes must be worn. Passengers must not place their feet or shoes on the seats. Passengers may not lay down or sleep on the bus. Swinging or playing on the bus stanchions is not allowed.
- Passengers must have a one-way destination. Riding around for more than one trip without changing buses is prohibited, regardless of pass type. Passengers will be requested to pay a fare for each one-way ride. Transfers are only accepted at the Transportation Depot.
- Any disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of transit is prohibited.



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Transit Suspension Offenses and Procedures

Category 1: Inappropriate Rider Conduct

Any offensive behavior as listed under Transit Rider Responsibilities code will be considered a Category 1 offense. Passengers disrupting the quiet enjoyment of transit service may be asked to remove themselves from the vehicle by the bus operator. The operator will stop the vehicle at the nearest safe location and ask the passenger to disembark. Refusal to obey instructions from the operator or supervisor will be considered belligerent behavior. Persisting in this behavior may initiate a police call to the scene, and additional charges may be applied. Charges could include trespassing and disorderly conduct. All fines and penalties are the responsibility of the passenger. Persistent Category 1 inappropriate behavior will result in a seven to 30-day suspension of transit privileges.

Category 2: Inappropriate Rider Conduct with Threatening or Safety Implications

Any offensive behavior as listed under Transit Rider Responsibilities code and in Category 1 plus additional responsibilities listed here:

- Threats or comments regarding terroristic actions are considered criminal under city code.
- Brandishing a weapons of any kind.
- Stalking passengers or employees of the City of Hot Springs.
- Any behavior that is of a harassing, disruptive or threatening nature.
- Interfering with the safe operation of the vehicle.
- Lighting an incendiary device of any kind on the vehicle or city property.
- Stealing, damaging defacing or destroying city property.
- Indecent exposure, touching or physical harassment of any kind of passengers or employees.
- Riding the bus while under suspension.

Persistent Category 2 offense will receive a suspension of the not less than 14 days up to six months.

Category 3: Inappropriate Rider Conduct with Safety and Security Impactions

Any offensive behavior as listed under Transit Rider Responsibilities code and in Categories 1 and 2 plus additional responsibilities listed here:

- Disobeying instructions as issued in an emergency situation as given by transit personnel, police, first responders or city personnel.
- Discharging a firearm or using any weapon at a city facility or on a moving transit vehicle.
- Deploying toxic or hazardous materials at a city facility or on a transit vehicle.
- Physical altercations of any kind.
- Disembarking a moving vehicle.
- Blocking the path of a transit vehicle in operation either with another vehicle, object or your person.
- Damaging or sabotaging equipment so as to cause a safety hazard. Breaking into transit facilities, or unauthorized entry.
- Any action which prevents the safe operations of the transit system and related facilities.



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Persistent Category 3 offense will receive a suspension of the not less than six months up to and including permanent suspension of transit privileges.

Rider Suspension Procedures

Passenger conduct in violation of the above categorical offenses are subject to suspension. The offense will be reported by transit personnel to the city clerk's office. Recommendations will be made according to severity to city officials by transit personnel. Evidence of the offense, including video and audio recordings, will also accompany any recommendations. Suspension of transit privileges will be issue by certified letter to the passenger from the city clerk's office. The letter will contain a description of the offense and the length of time the suspension will be in effect. Posting of the notice will be made public and be part of the public record. Any charges issued by Hot Springs Police will be addressed through the legal system. Once the suspension has been satisfied a reinstatement of privileges will be sent by certified mail to the passenger. The passenger must present the letter of reinstatement to the Director of Transit at the Transportation Depot for verification of reinstatement before resuming services.

Rider Suspension Appeals

A person may appeal their suspension within (14) days of receiving the suspension. The appeal will be presented to the Transportation Advisory Commission (TAC) in a public hearing. Notice of the public hearing must be published in local media and newspaper (14) days prior to the meeting. The petitioner's suspension remains in effect until the hearing may be conducted. The petitioner must present their case to the commission and evidence of the transit offenses will be presented. The TAC will decide by majority vote to uphold or reject the suspension. The city clerk's office will send the final disposition letter by registered mail to the petitioner. All information and proceedings will be become public record.

Non-Compliance Suspension

If a suspended passenger is caught riding during suspension, they will be removed from the transit vehicle or facility by the Hot Springs Police. The offense will be treated as criminal trespassing and enforced under the law.

Passenger Complaints

Complaints maybe addresses directly to Intracity Transit or to the City Clerk's office. To contact Intracity Transit, Kathleen Lambert, Resident Advisor by phone 501-321-2020, by email: klambert@cityhs.net or by mail: 100 Broadway Terrace, Hot Springs, AR 71901. To contact the City Clerk, Lance Spicer by phone 501-321-6815, by email: lspicer@cityhs.net or by mail: City of Hot Springs P.O. Box 700, Hot Springs, AR 71902.

Final Thoughts

Hot Springs Intracity Transit is an important community amenity. We are here to serve the public with a clean, comfortable shared ride. We encourage our passengers to have quiet time, and get to know their neighbors and the city transit personnel. Whatever your purpose, ride to work, medical appointment, school or shopping, we hope you ride with us on your next trip. Thank you in advance for your kind cooperation.