



Your Ride Is Here

LeeTran Customer Policy

Lee County Transit Department – LeeTran
3401 Metro Parkway
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www.rideLeeTran.com

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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 witness's 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.

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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. While many of these rules are contained in this policy, 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 enforcing of these policies. Law enforcement and other resources will be utilized to address situations as deemed appropriate. LeeTran expects the full cooperation of its patrons.

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.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, 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; avoid moving about the bus.
- Stow any items securely and safely away from main aisles to avoid tripping hazards.
- Offer your seat to elderly persons, persons with disabilities, or those utilizing mobility aids.
- Do not open windows.
- Do not yell or speak loudly.
- Do not use profanity – refrain from swearing or making rude gestures.
- Refrain from touching other passengers and service animals.
- Do not bring weapons, drugs, or alcohol on the bus or into transit facilities.

- Threatening or abusive language and behavior directed at other customers 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. Pets

Service animals are welcomed aboard LeeTran buses and at transit facilities. Lee County does not permit comfort pets to board any Transit Bus or enter any of our 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.

10. 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*.

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

11. 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.

12. 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.

13. Persons with Disabilities

The Americans with Disabilities Act (ADA) of 1991, as amended, protects the rights of individuals with disabilities. LeeTran strives to meet or exceed the expectations of our customers with disabilities. 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. Individuals using a mobility device are welcome to sit in a bus seat if they desire. Lap restraints on fixed route buses are not required but recommended.

Any customer experiencing an unfavorable experience should report the incident to LeeTran's Customer Service Office located at LeeTran Headquarters, 3401 Metro Parkway, Fort Myers, FL 33901 or the Rosa Parks Transportation Center, 2250 Widman Way, Fort Myers, FL, telephone (239) 533-8726 or on-line at www.rideletran.com.

14. Smoking Policy

Florida is a clean air state. Smoking, including electric or battery-powered vaping devices, 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 (including electric or battery powered vaping devices) 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.

15. 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.

16. 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.

17. 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.

18. 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.

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

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 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 an animal individually trained to work or perform tasks for an individual with a disability. Service animals may ride at no additional charge but must be properly controlled. Passengers are responsible for the behavior and hygiene needs of the service animal. Service can be refused or discontinued if a service animal is seriously disruptive or violent. Service can only be refused for the animal and not the passenger.

- **Comfort Pets**

Comfort pets that are under the control of their owner/user are welcome to all LeeTran fixed-route buses, paratransit vehicles, and at transportation facilities when both muzzled and leashed, or in a carrier designed to transport animals. Carriers and/or kennels cannot obstruct the aisles or take away any designated spaces.

- **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.

18. Other Considerations

- No eating, drinking and use of all tobacco products in all LeeTran paratransit vehicles.
- No littering in vehicles.
- Bus Operators are not allowed to play loud music in vehicles.
- No radios, cassette tape players or sound generating equipment are to be played aloud aboard the vehicles. Passengers must use earphones or headphones when using these types of devices
- All passengers are required to wear seatbelts while being transported in LeeTran paratransit vehicles.
- Unscheduled stops are not allowed (i.e. stopping at convenience stores for drinks, stopping at pharmacies for prescriptions). Operators are only allowed to make stops to destinations listed on their manifests.
- Violent, disruptive or illegal behavior will not be tolerated. Passengers who are physically or verbally abusive to operators or other passengers or are otherwise disruptive will be subject to disciplinary actions which may lead to suspension of service.
- Operators are permitted to use cell phones for LeeTran business only when it is safe to do so.

19. 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.

20. 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.

21. 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.