

NAVAJO TRANSIT SYSTEM

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CUSTOMER SERVICE POLICY

Navajo Transit System is committed to provide safe, accessible, timely and professional services for its customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules. Therefore, we thank the passengers boarding our vehicles for obeying the rules listed below:

The driver is responsible for the safety and welfare of all passengers while riding the transit bus. Therefore, the driver is in charge and passengers are to comply with the instructions of the driver at all times. Passenger safety and welfare is contingent upon all passengers complying with these instructions.

- 1. Passengers are to act in a courteous manner at all times while riding the bus. Any passenger who is verbally and/or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately.**
- 2. If the bus is seat belt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding. If the passenger refuses, they will be asked to exit the vehicle and they will be refused service. There will be no exceptions to this rule.**
- 3. Passengers are to pay their fares upon boarding the bus or show a valid ticket to the driver. We appreciate exact cash for fare if possible. "No Pay No Ride."**

- 4. Do not attempt to stand or exit the bus until it has come to a complete stop and the driver informs you that it is safe to exit.**
- 5. Passengers are to maintain control of their possessions while on the bus. NTS will not be responsible for lost or stolen property.**
- 6. In the event if an emergency, all passengers are to explicitly follow the instructions given by the driver. If an evacuation of the bus is deemed necessary, the driver will instruct you as to the actions to be taken.**
- 7. Passengers are not permitted to consume food and drinks on the bus.**
- 8. All buses are tobacco free. Smoking and chewing are not permitted on the buses.**
- 9. No passenger is permitted to have any type of alcoholic beverage on the bus. NTS reserves the right of the driver to ask to see the contents of a package if the driver suspects that package may contain a container of alcohol.**
- 10. Illegal drugs are not permitted on the bus any time. Any person found in possession of such drugs will be immediately reported to law enforcement.**
- 11. At the discretion of the transit provider any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the bus.**
- 12. Any person using profane language towards the driver or other passengers may be asked to exit the vehicle.**

- 13. Passengers are asked to maintain good personal hygiene so as not to offend other passengers.**
- 14. Passengers are to refrain from horseplay or fighting on the vehicle. The driver will immediately stop the bus in the event of such an incident, will ask the passenger to exit the bus and will contact law enforcement if deemed necessary.**
- 15. Weapons are not allowed on any buses at any time. A weapon is described as a firearm, knife, and pipe, bar, club, blackjacks, brass knuckles, nunchuks or any other device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement. There are no exceptions to this rule.**
- 16. Service animals accompanying individuals with disabilities will be allowed to board the vehicle. No other animals are allowed.**
- 17. Passengers are not to converse with the driver while en-route. This is absolutely not permissible due to the driver's attentiveness on the road.**

Any passenger who violates these rules can and will be prohibit from using our service. We are responsible for the safety and welfare of all passengers and will refuse service to any person who places our passengers and/or drivers at risk.

Revised: 05/23/12

**PLEASE VISIT OUR WEBSITE:
WWW.NAVAJOTRANSIT.COM**