

# Vista Transit Ride Guide



## Sierra Vista

EXTRAORDINARY SKIES.  
UNCOMMON GROUND.



*Be a frequent rider!*



**Sierra Vista**  
T R A N S I T

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

The *Vista Transit Ride Guide* can be provided to you in a variety of accessible formats such as CD, braille, or large print. If you need any written information provided to you in one of these accessible formats, please contact us at (520) 417-4888 or by email at [TitleVI@SierraVistaAZ.gov](mailto:TitleVI@SierraVistaAZ.gov).

## CONTENTS

General Information .....	2
Hours of Service.....	2
Catching the Bus .....	2
Missing the Bus .....	3
Children .....	3
Behavior.....	3
Dress Code and Hygiene .....	3
Sitting .....	3
Standees .....	3
Aisles .....	4
Mobility Devices.....	4
Wheelchairs.....	4
Rolling Carts and Shopping Bags.....	5
Baby Strollers .....	5
Large and Prohibited Items.....	6
Food and Drinks.....	6
Diapers .....	7
Solicitation .....	7
Tobacco   Vaping .....	7
Bicycles.....	7
Lost and Found.....	8
Illegal Activity .....	8
Service Animals and Pets .....	8
Right to Refuse Service.....	9
Paratransit Service.....	10
Paratransit Eligibility .....	11
Other Transportation Services.....	11
Complaints and Investigation of Public of Rights Under Title VI.....	12

# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## GENERAL INFORMATION

Vista Transit provides transportation for everyone and is compliant with all federal laws, state laws, and City of Sierra Vista ordinances. Our policies and rules are established and maintained to ensure everyone enjoys a safe, comfortable bus ride. All passengers are asked to do their part in helping us create a pleasant experience for everyone by following these simple rules.

### Hours of Service

Vista Transit operates Monday through Friday from 7 a.m. to 5 p.m. This includes paratransit services. Services do not run on Saturday, Sunday, or federal holidays. For a current schedule, please visit [VistaTransit.org](http://VistaTransit.org), text “vistatransit” to (520) 417-4888, call Vista Transit at (520) 417-4888, or send an email to [VistaTransit@SierraVistaAZ.gov](mailto:VistaTransit@SierraVistaAZ.gov).

### Catching the Bus

Schedules and route maps are available at the Vista Transit Center, on any bus, at most stops, and on Vista Transit’s website, [VistaTransit.org](http://VistaTransit.org).

Please arrive at the bus stop five minutes early to ensure you do not miss your bus. Wait on the sidewalk or in the bus shelter where the driver can see you. Stay back from the curb and wait until the bus comes to a complete stop. Please be ready with your belongings situated for safe and quick boarding. Customers with pets or service animals should have their pet passes ready to show, and their pet secured prior to boarding.

### Missing the Bus

Please never run after the bus. For safety reasons, we are not permitted to stop anywhere except at designated Vista Transit bus stops.

We try our best to maintain clean, safe and reliable service, but sometimes your bus may run late due to bad weather, broken down busses, traffic, or the need for a little extra time to assist passengers. Please be patient if we run a few minutes behind.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

If you have an important appointment, plan on traveling at least one hour earlier than usual. If you have questions about when to catch the bus from a certain location, or would like to find out if your bus is on time, visit [VistaTransit.org](https://www.vistatransit.org), text “vistatransit” to **(520) 417-4888**, or call Vista Transit at **(520) 417-4888**.

## Children

Parents or guardians are responsible for making sure children always stay seated while on the bus. Infants must be held in the parent or guardian’s lap during transit, and strollers need to be folded before getting on the bus.

## BEHAVIOR

To ensure a pleasant and safe experience for all passengers, we ask you to honor and respect our code of conduct. Unacceptable behavior includes loud or profane language, playing loud or offensive music, smoking or vaping, eating or drinking on board, threatening or harassing fellow passengers or drivers, fighting, soliciting, or panhandling. Violations may result in suspension from our services.

## Dress Code and Hygiene

Passengers are expected to wear clothing that covers their body and shoes must be worn at all times.

Vista Transit is committed to providing services in compliance with ADA regulations. If you need a reasonable modification to any behavior or dress policy due to a disability, please contact our office at **(520) 417-4888** or notify your driver. Service will not be denied based on disability, appearance, or hygiene unless it poses a direct threat to safety.

## Sitting

Please sit in an upright position with both feet on the floor. Lounging or reclining in the seats or occupying more than one seat at a time is prohibited. Moving about while the bus is in motion is unsafe and prohibited. Please remain seated until the bus comes to a complete stop.

## Standees

Handrails are available for standees if desired or necessary; however, it is recommended all passengers be seated and use their seatbelts while the bus is in motion.

## Aisles

All aisles must be clear of any obstructions, including walkers, canes, groceries, shopping carts, bags, backpacks, strollers, and any large items that could obstruct the aisle and become a safety hazard.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## MOBILITY DEVICES

“Vista Transit buses are equipped with ADA compliant ramps to accommodate passengers who use mobility devices, such as wheelchairs, motorized scooters, walkers, canes, or crutches. If you have trouble managing steps, ask the bus driver to deploy the ramp so you can board or exit the bus safely.

Vista Transit is committed to transporting all passengers, including those in mobility devices, safely within ADA guidelines. Vista Transit operates a mixed fleet. While many vehicles can accommodate larger mobility devices, some vehicles are limited based on manufacturer recommendations. Vista Transit will evaluate every situation on a case-by-case basis and will make every effort to transport the passenger through either an alternative schedule or vehicle accommodation to ensure access. If accommodations can't be provided, Vista Transit will work with the passenger to provide service.”

To ride the bus, follow these steps:

- To board the bus safely, please wait for the driver to deploy the ramp and help you with boarding and exiting the bus. Wheelchairs must be secured to the floor, by the driver. Upon request, Vista Transit will provide you with a seat belt and a shoulder harness.
- If you have a powered chair, it must be powered off during transit. If you have a wheelchair that folds up, you may choose to fold it and sit in a seat.
- Mobility devices must be folded if possible and held by the passenger during transport. They cannot be kept in the aisles. Shopping bags and packages cannot be secured to mobility devices. All mobility devices are required to be clean and free of all bodily fluids.

Vista Transit vehicles can transport a passenger and mobility device with a total weight of 1,000 pounds. If a passenger has concerns about being able to ride the bus, call the Vista Transit Center (520) 417-4888 and staff will make every effort to transport the passenger.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Rolling Carts and Shopping Bags

Rolling carts must not exceed 19.5 inches wide by 19.5 inches deep by 36 inches high. Rolling carts exceeding these dimensions may be denied by the driver.

Rolling carts should not be used as a mobility device. The cart must be safely secured while the bus is in motion and must not block the aisles. Items must be stored entirely inside the cart and not cause a risk of tipping.

Shopping bags must be contained within your personal space — either on your lap or under the seat, behind your feet. Contents of bags must be contained so items cannot fall out or tip over. Bags cannot be kept in the aisles or in an empty seat.

The driver cannot help load or unload your bags, so please only bring what you can carry on and safely contain in your personal space, out of the aisles.

## Baby Strollers

Baby strollers are permitted on the bus; however, please have them folded and be ready to board prior to the bus's arrival. Infants must be held in the parent or guardian's lap during transit. This is the safest way for your baby to ride on the bus. Strollers must not be unfolded until after you get off the bus. Large or non-collapsible strollers may be allowed if space is available. If space is not available, the driver will pick you up on the next trip. Please remember, baby strollers are for transporting children. They may not be used to hold groceries or other items.



# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## LARGE AND PROHIBITED ITEMS

All items brought on the bus must be kept on your lap or behind your feet, under the seat. Large items that do not fit on the bus without blocking the aisles are not permitted on the bus.

Federal and state law prohibits anything potentially explosive or flammable on the bus, including — but not limited to — containers of gasoline, kerosene, propane or other fuels, power tools that run on such fuels or oil/fuel mixtures, car or other lithium-ion or lead acid batteries, fireworks, etc.

Oxygen for medical purposes is permitted. The driver will assist the passenger in securing the oxygen tank if necessary.

## Food and Drinks

Passengers are permitted to bring beverages on board, but they must be in spill-proof containers. The consumption of food or drinks is not allowed while on the bus. This policy helps minimize the risk of spills, which can create slip and fall hazards and interruptions in service, causing significant delays. Please enjoy your food and drinks before boarding the bus.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Diapers

Changing diapers on the bus is not permitted. Diaper-changing stations are available at the Vista Transit Center in both the men's and women's restrooms.

## Solicitation

Passengers are not permitted to sell merchandise of any kind or solicit any money for any purpose while aboard the buses, at bus stops, or at the Vista Transit Center.

## Tobacco | Vaping

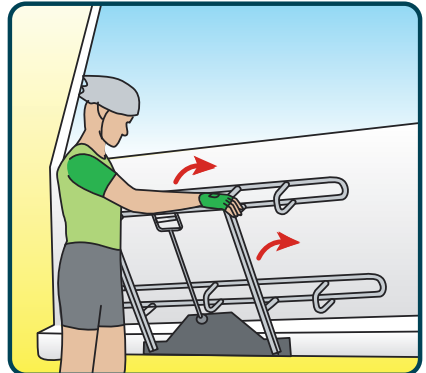
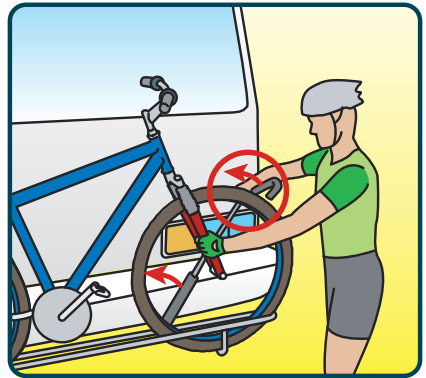
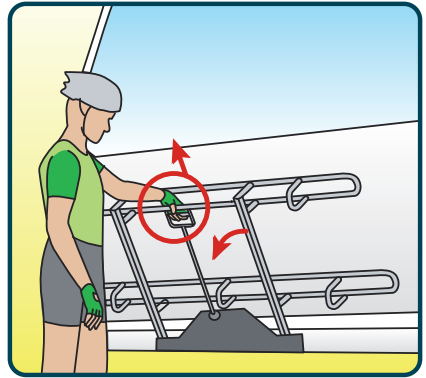
To promote a healthier and cleaner atmosphere for all our passengers, Vista Transit strictly prohibits the use of tobacco and vaping products while on board and on the Transit Center platform. This includes smoking and chewing tobacco and vaporizers.

Please do not litter by disposing of cigarette butts or vaping waste on the vehicle or at transit stops. Extinguish and discard your waste only in designated receptacles.

## Bicycles

Vista Transit fixed-route buses are equipped with bike racks that can accommodate two bicycles. To ensure the safety of all passengers and to prevent the aisle from being blocked, bicycles are not permitted inside the bus. Passengers are responsible for securing their bicycles in the rack. Bags and packages must be removed and carried aboard the bus with the passenger. By law, gas or battery-powered bicycles, scooters and other equipment are prohibited, either inside the bus or on the rack.

The Vista Transit Center has two bike racks for passengers who wish to secure their bicycles while they ride the bus.



# RIDING THE BUS & PASSENGER RULES OF CONDUCT

## Lost and Found

From time to time, passengers misplace their belongings while riding the bus. Any lost items discovered while riding the bus should be given to the driver. The bus driver will bring the items to the Lost and Found, located inside the Transit Center. If you think you may have lost your things on the bus, you can visit the Lost and Found between 7 a.m. and 4 p.m., Monday through Friday.

## Illegal Activity

Drivers will immediately call dispatch for police assistance if there is suspicion of drug trafficking or other illegal activity.



## SERVICE ANIMALS AND PETS

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, “service animal” is defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.” DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the animal’s ability to perform.

Animals whose sole function is the provision of comfort, companionship or personal security are not considered service animals under ADA regulations.

All other animals must be contained in a leak-proof carrier, unable to escape.

All animals must be declared to the bus driver at the time of boarding.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

All dogs, including service dogs, must be licensed with the Nancy J. Brua Animal Care Center or another animal control entity. The animal care center is located at 6799 E. Hwy 90 and can be reached at **(520) 458-4151**. For animals that do not receive a license, proof of vaccination status is required.

With proof of licensure or vaccination status, you may request an Animal Ride Pass from the Transit Center. This pass will allow you to board more quickly and will expire at the same time as the license or vaccination.

All animals must be well-behaved and house broken. Any animal, including service animals, observed as being hostile may be prohibited from riding in the future.

## RIGHT TO REFUSE SERVICE

Vista Transit reserves the right to deny service to any individual found in violation of the rules and guidelines outlined in this guide. Our drivers and transit personnel are empowered to ensure the safety, comfort, and well-being of all passengers. Any passenger who engages in unacceptable behavior or fails to comply with the rules of conduct, may be denied service and asked to disembark.

These rules and guidelines are in place to create a positive and respectful environment for everyone on board. Your cooperation in maintaining a pleasant transit experience is greatly valued, and we thank you for your understanding and support.



# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## PARATRANSIT SERVICE

The Americans with Disabilities Act of 1990 (ADA), a civil rights law, was designed to remove the barriers that prevent persons with disabilities from fully participating in American society. Vista Transit offers origin-to-destination paratransit service for passengers who have disabilities that create a barrier to riding the regular, fixed-route buses. Under the ADA, Vista Transit is required to provide origin-to-destination, demand-responsive paratransit service that offers similar service to the fixed-route service for time and location. The service is for persons with physical, cognitive, emotional, visual, or other disabilities who do not have the functional ability to safely navigate or ride the fixed-route buses, either temporarily or permanently.

In addition, the fixed-route buses are fully accessible. Other accommodations such as bus stop and route announcements, and easy-to-read signs, make using the fixed-route buses possible for the disabled. Everyone is encouraged to use the fixed-route buses whenever possible. However, the unavailability of fixed-route service does not constitute eligibility for paratransit service.

ADA requires paratransit services to be available to all passengers who reside within  $\frac{3}{4}$  of a mile of the fixed-route system. Vista Transit has extended paratransit services to include all areas within the city limits of Sierra Vista and Fort Huachuca. Please see the Paratransit Service Area Map for complete coverage.

Travel lessons are available to those who need additional help navigating the fixed-route bus system.

Please contact the Transit Center at **(520) 417-4888** for information or to arrange a lesson.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

To qualify for paratransit service, you must complete an application and submit it to Vista Transit. Your doctor, social worker, or other health care professional must provide written verification of a disability for paratransit service to be authorized. Applications are available on our website at [VistaTransit.org](http://VistaTransit.org), at the Transit Center located at 2050 E. Wilcox Drive, or by calling Vista Transit at **(520) 417-4888**.

## Paratransit Eligibility

Under ADA, disability alone does not qualify a person to ride paratransit. A person's disability must be a significant hinderance or barrier to using the fixed-route system. Paratransit service is provided to the following three general groups of persons with disabilities:

- A person with a disability who cannot navigate the transit system without assistance.
- A person with a disability who requires an accessible vehicle when one is not available. Please note, all Vista Transit fixed-route buses and all bus stops are ADA accessible. Therefore, this criterion is generally not met within the Vista Transit service area.
- A person with a disability who is unable to reach the transit stop, or cannot board, ride, or exit from the fixed route buses.

For more complete information on Paratransit services, please see the *Paratransit Riders' Guide* and policies. They can be found online at [SierraVistaAZ.gov/paratransit](http://SierraVistaAZ.gov/paratransit).



## OTHER TRANSPORTATION SERVICES

The City of Douglas operates an inter-community bus service that connects key stops in the communities of Bisbee, Douglas, and Sierra Vista. Visit [DouglasAZ.gov/481/Schedule](http://DouglasAZ.gov/481/Schedule) or call **(520) 417-7400** for route, schedule, and fare information.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT



## COMPLAINTS AND INVESTIGATION OF PUBLIC OF RIGHTS UNDER TITLE VI

### City of Sierra Vista | Vista Transit

The City of Sierra Vista and its employees will comply with the regulations of Title VI of the Civil Rights Act of 1964.

The City of Sierra Vista/Vista Transit operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and; Section 504 of the Rehabilitation Act of 1973. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Sierra Vista/Vista Transit within 180 days.

### Title VI Inquiry/Complaint Process

Any person who believes they have been subjected to unlawful discriminatory practice under Title VI has a right to file a complaint. Any such complaint must be filed in writing with the Title VI Coordinator (the Coordinator) within 180 days following the date of the alleged discriminatory action.

1. City of Sierra Vista - Title VI Coordinator  
1011 N Coronado Dr  
Sierra Vista, AZ 85635  
520-458-3315
2. Vista Transit – Transit Administrator  
2050 E Wilcox Dr  
Sierra Vista, AZ 85635  
(520) 417-4888
3. Email to [TitleVI@SierraVistaAZ.gov](mailto:TitleVI@SierraVistaAZ.gov)

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

Complainants will be advised they may submit their formal complaint to the City of Sierra Vista and Vista Transit or to an external Federal agency, such as the FTA. However, should a formal complaint be filed with the City and the Federal agency simultaneously, the Federal complaint will supersede the City's complaint, and the City complaint procedures will be suspended pending the Federal agency's findings. Every effort will be made to obtain a timely resolution of complaints.

The City of Sierra Vista / Vista Transit Title VI Coordinator will adhere to following Title VI formal complaint procedures:

The formal complaint must meet the following requirements to undergo a Title VI investigation:

- The Complaint shall be in writing and signed by the complainant(s). In cases where a formal complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The coordinator can assist the person in converting a verbal complaint to writing the formal complainant. All complaints must, however, be signed by the complainant or his/her representative.
- Include the date of the alleged act of discrimination, date when the complainant became aware of the alleged discrimination, date on which the conduct occurred, and the latest instance of conduct.
- Present a detailed description of the issues, including names and job titles of those individuals perceived as parties to the discriminatory activity.
- Formal complaints must be filed within 180 calendar days of the alleged incident in compliance with applicable law.
- The Coordinator will maintain a log of all Title VI complaints identifying complainant's name, factual allegations, alleged harm, and basis for the discrimination complaint based on a protected class.
- Within 14 business days of receiving the formal complaint, the Coordinator will determine jurisdiction, sufficiency, and any need for additional information. The coordinator will attempt to contact the complainant if additional information is needed. The complainant will have 60 days from the date of the letter to send the requested information to the Coordinator. If the complainant fails to respond as requested, The Coordinator may terminate the investigation and close the complaint.
- The Coordinator will assign a formal complaint number, send an acknowledgment letter to the complainant informing him/her that the City of Sierra Vista / Vista Transit has received the formal complaint. The acknowledgment letter will include contact information for the complainant to obtain status updates. The Coordinator will forward the formal complaint to Vista Transit for investigation.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

- Within 90 calendar days of receipt of the complaint or requested additional information, the Coordinator will issue either: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states there was not a Title VI violation or there was insufficient evidence to substantiate the alleged violation and that the complaint will be closed. A LOF summarizes the allegations and notifies the complainant whether the complaint has merit. If the complaint is substantiated, the LOF will outline the appropriate corrective actions that will be taken to resolve the issue.

Local Agency Appeal Process: If the complainant is unsatisfied with the decision of the Title VI Coordinator, an appeal may be filed with the City Manager of the City of Sierra Vista (CM). If an appeal is filed with the CM, the complaint and investigation will be reviewed by the City Manager and a response will be issued within 14 business days.

The complainant may also file an appeal with the appropriate Federal agency for review of the decision. A person may also file a complaint directly with:

Federal Transit Administration  
Civil Rights Division  
Attention: Complaint Team  
East Building, 5th Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

For information or guidance on how to file a complaint directly with the City of Sierra Vista / Vista Transit or obtain more information regarding Title VI, please contact Vista Transit, the City of Sierra Vista / Vista Transit Title VI Coordinator, or visit the Title VI webpage at [www.SierraVistaAZ.gov/our-city/ada-civil-rights/title-vi](http://www.SierraVistaAZ.gov/our-city/ada-civil-rights/title-vi)

## COMPLAINTS AND INVESTIGATION OF PUBLIC OF RIGHTS UNDER ADA

The City of Sierra Vista and its employees will comply with the regulations of the Americans with Disabilities Act (ADA). The City of Sierra Vista/Vista Transit operates its programs and services without regard to disability in accordance with the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under the ADA may file a complaint with the City of Sierra Vista/Vista Transit within 180 days.

The City of Sierra Vista / Vista Transit provides a form that may be used for complaints filed under the Americans with Disabilities Act (ADA) on its website ([sierravistaaz.gov](http://sierravistaaz.gov)), or upon request, the form can be provided to the complainant in an alternative format. Complaints must be filed with the City within 180 days of the alleged discrimination.

# RIDING THE BUS & PASSENGER RULES OF CONDUCT

Use of the form is not required; individuals are able to submit complaints in whatever format they choose. If requested as an accommodation, a form will be filled out on an individual's behalf or can be provided in alternative formats such as large print, audio recording, or braille.

Complaints shall be submitted to the City ADA Coordinator at 1011 N. Coronado Drive, Sierra Vista, AZ 85635 or via email at [ADA@SierraVistaAZ.gov](mailto:ADA@SierraVistaAZ.gov).

Complaints submitted at Vista Transit or any other facility shall promptly be transmitted to the ADA Coordinator who will contact the Complainant to acknowledge receipt of the complaint within 5 business days.

The ADA Coordinator will promptly forward all complaints to the Department / Division Head to begin the investigation process. The ADA Coordinator will work with the Department / Division Head and prepare a written response to the Complainant within 10 business days. If additional time is needed to prepare a response, the Complainant shall be notified of the status on a regular basis.

The Complainant shall be notified of the final findings and corrective action within 20 business days of receipt of the complaint, unless an extension was requested by the City. This notification shall include, if determined to be necessary, a timetable for completion of any corrective action.

If the Complainant is not satisfied with the findings of the ADA Coordinator the complainant may request the City Manager review. The City Manager will promptly review the investigation and findings and notify the Complainant within 10 business days of the appeal.

The Complainant may also file a separate complaint with the US Department of Justice, Civil Rights Division, 950 Pennsylvania Ave., NW, Washington D.C. 20530-0001 or online at [ADA.gov](http://ADA.gov). A separate complaint may be filed with the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: FTA: ATTN: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Complaints and all related documentation shall be retained by the ADA Coordinator for a period of no less than 5 years.

For more information on the City of Sierra Vista/Vista Transit's civil rights program, and the procedures to file a complaint, visit [VistaTransit.org](http://VistaTransit.org); contact the Transit Supervisor at **(520) 417-4888**; or visit the Transit Center at 2050 E. Wilcox Avenue, Sierra Vista.



# Sierra Vista

## A R I Z O N A

EXTRAORDINARY SKIES.  
UNCOMMON GROUND.

### **VISTA TRANSIT CENTER**

2050 E. Wilcox Drive  
Sierra Vista, Arizona  
(520) 417-4888

[VistaTransit@SierraVistaAZ.gov](mailto:VistaTransit@SierraVistaAZ.gov)

**[VistaTransit.org](http://VistaTransit.org)**