

Mariposa County Transit Service Policies

Operating Hours	Monday-Friday: 8:30 a.m. – 4 p.m. (Closed on all County Holidays)
Scheduling Rides	<ul style="list-style-type: none"> • Rides should be scheduled at least 24 hours in advance. Same day trips can be provided if space and time is available. • Advise dispatcher when scheduling your ride if you require a mobility device or other considerations. • Pick up time depending on availability. • Services are provided as a “shared ride” public service. • Transit services are available first come first serviced base; passenger space may be limited. • All transportation services are contingent on driver availability & weather conditions.
Passenger Rules While riding Mariposa Transit please observe the following rules:	<ul style="list-style-type: none"> • Payment for rides must be made at the time of service. Methods of payment can include cash, check, IIB program participation for eligible stops, Mariposa Health & Human Services vouchers. • Safety belts and restraints must be worn at all times. • Passengers are to remain seated while vehicles are in motion. • Do not block the free movement of other riders. • Shoes and shirt must be worn by passengers at all times. • Do not block aisles or place personal belongings on the seat beside you. • Strollers, carts, walkers and other such items must be folded and stored under the seat or placed in designated storage areas. • Passengers transporting in their wheelchair MUST have a lap-belt securing them safely into their chair while loading into the vehicle and during transport NO EXCEPTIONS. • Priority seats at front of vehicles are reserved for seniors and disabled riders. • Children 12 years of age and younger MUST be accompanied by an adult. Children eight (8) years of age and under must meet the State of California Department of Transportation’s (DOT) Child Restraint(s) requirements. • No Pets are allowed on the vehicle unless they are in an enclosed carrier/container and can be on your lap or stowed beneath your seat. • Service Animals MUST: <ul style="list-style-type: none"> ○ Remain leashed and under the passenger’s control at all times. ○ Remain at your feet or on your lap and may not sit on a vehicle seat. ○ Passengers are responsible for cleaning up after their service animal. • In the event of an emergency, passengers will follow the instructions of the driver.
Behaviors that will not be Tolerated:	<ul style="list-style-type: none"> • Behavior that is disrespectful in nature to any transit staff or other passengers. • Communicating with or causing a distraction for the driver while the bus is in motion. • Refusing to provide payment for transit services. • Unsafe behavior in or around transit vehicles or at scheduled pickup location(s). • Behavior creating a nuisance to the driver and other passengers. • Refusing to adhere to established schedules and routes. Exhibiting behavior that causes delays in service routes. • Using profane language. • Smoking in or around transit vehicles or at scheduled pickup location(s). • Committing or engaging in ANY behavior that may cause harm or injury to any person or property. • Expecting upon a system vehicle or person. • No music or audio devices may be played on the bus unless they are used with headphone and at a volume that does not disturb the driver or other passengers.

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	<ul style="list-style-type: none"> • Sale or peddling of any goods, merchandise or services. • Urinating or defecating in a system vehicle. • Exposing of oneself. • Eating or drinking is NOT allowed on the bus. Food and drinks are only allowed on the bus if they are in sealed containers. • Do NOT bring firearms, explosives, acid, or flammable liquids on transit vehicles. • Intoxication on transit vehicle is not allowed.
<p>Cooling Off Period and Suspension from Services:</p>	<p>Riders may be subject to a cooling off period and/or suspended from using transit services as follows:</p> <ul style="list-style-type: none"> • Cooling off period may include a verbal warning and a written warning of behaviors consistent with this policy that are not tolerated. First Cooling off period shall be exclusion from transit services for two (2) weeks. Second Cooling off period within three months shall be an exclusion of transit services for 30 days. If behaviors persist, rider may be suspended from using transit services. • Riders who repeatedly violate transit rules may be suspended from using transit services. • Suspension from services may not require a warning prior to suspension depending on the severity of the behavior. • Suspension may be temporary or permanent.
<p>Cancelation and “No Show” Policy:</p>	<ul style="list-style-type: none"> • Cancellations should be made as far in advance as possible and must be made at least two (2) hours before the scheduled ride time. • If you schedule a ride, and then 1) cancel the ride with less than two (2) hours advance notice, 2) fail to meet the bus at the designated location, or 3) are not ready to go within 3 minutes of your scheduled pick-up time, that is considered a “no show.” • Two (2) no shows within a one-week period or three (3) no shows within a 30- day period can result in a two (2) week suspension of service. • If you schedule a trip, and then do not show up for that trip, any other trips you may have scheduled for that day will automatically be cancelled.
<p>Carry-On Items</p>	<p>Limit carry-on packages to the size and number that will fit on your lap or at your feet. Drivers may help individuals with packages if requested.</p> <p>Items carried on the bus (such as packages, back packs, suitcases, pet carriers, etc.) and not secured in the transit vehicles onboard storage <u>must remain with the passenger at all times</u>. All items brought onboard are the responsibility of said passenger—therefore limit the size and number of items. Items left on the bus are not the responsibility of Mariposa County Transit AND may be properly disposed.</p>
<p>Medical Transportation Specifics:</p>	<p>Medi-Trans is a non-emergency medical transportation service available for scheduled medical appointments and in-office procedures in Mariposa, and neighboring counties as needed. There are no additional fees for those individuals that require a caregiver/attendant. However, the attendant must stay in attendance with the individual receiving medical care at all times.</p> <p>All Medi-Trans vans are equipped with a ramp and tie-down straps for wheelchair passengers.</p>