

# FIXED ROUTE SERVICE GUIDE



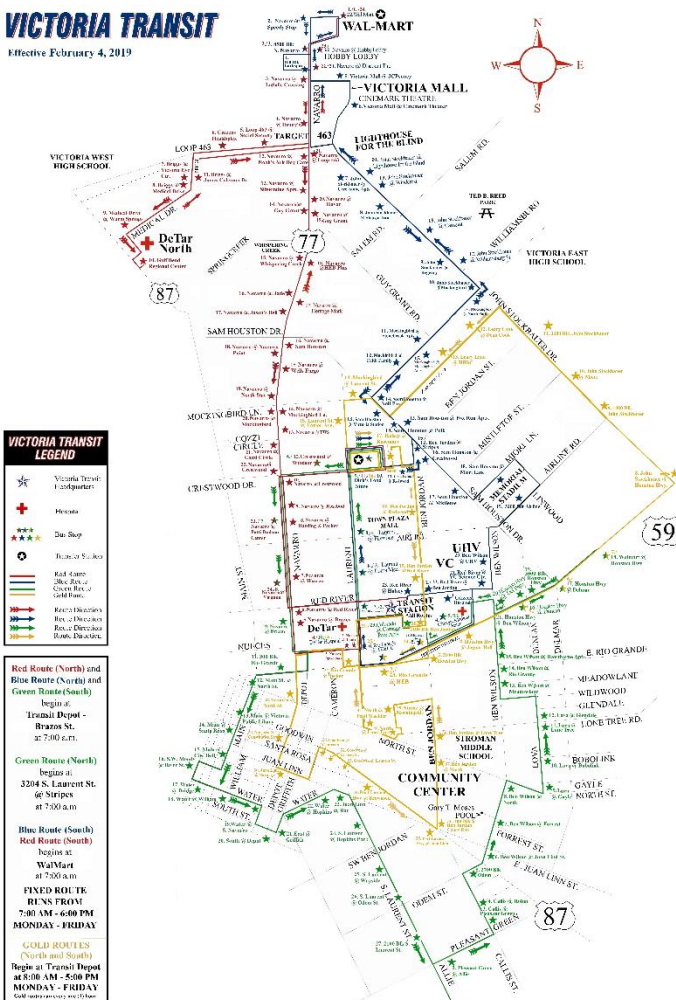
*Services provided by:*  
Golden Crescent Regional Planning Commission  
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361-578-8775 or toll free 1-877-538-6819

# Fixed Route Maps

*Fixed Route Colored Maps are available for Day, Weekend and Evening Services. The Fixed Route Maps include a listing of all designated bus stops and transfer stations.*

## VICTORIA TRANSIT

Effective February 4, 2019



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***Our Mission:***

***“To provide safe, courteous, and reliable transportation services in a cost-efficient manner.”***

***Nuestro Misión:***

***“Para proporcionar los servicios transportation seguros, corteses y seguros en una manera costo-eficiente.”***

***Disclaimer:***

*This guide is only a source of information and serves as guidelines outlining Golden Crescent Regional Planning Commission’s Victoria Transit Para Transit Service. It is not intended to cover all situations or is it a legally binding document. Although efforts are made to make corrections as needed with subsequent printings, contents are subject to change with little or no notice.*

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# FIXED ROUTE SERVICES

## 1.0 Introduction

As a public operator of transit services, the Golden Crescent Regional Planning Commission's (GCRPC) Victoria Transit provides "***Fixed Route Services***". These services are distinct from demand responsive services because they operate on prescribed routes according to a fixed schedule. Individuals wishing to ride a fixed route service board at a bus stop and then disembark at another stop or station along the route.



Riding Victoria Transit is easy, convenient and affordable. Victoria Transit takes you to work or play anywhere in the Victoria Area. This guide has important facts that make planning your trip simple.

## 2.0 Types of Service

Victoria Transit provides day, evening and weekend Fixed Route Service within the city of Victoria.

## 2.0 El Transito fijo de Victoria del Servicio

El Fijo Sistema de Ruta consiste de varias rutas para Dia, por la Tarde y Sabados

### **3.0 Fixed Route Services**

#### **3.1 Hours and Days of Service and Service Area**

Victoria Transit provides a day fixed route system Monday through Friday from 7:00 am to 6:00 pm for all residents regardless of age living in the city of Victoria. Wheelchair accessible vehicles are available to assist in transporting persons with disabilities.

Victoria Transit's Fixed Route service consists of four (4) routes which operate North and South bound over 160 scheduled bus stops. These routes serve key areas to various destinations within the city limits of Victoria. The routes are approximately every 30 minutes beginning at 7:00 am and ending at 6:00 pm, with the exception of the Gold Route which runs every one hour and operates from 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm Monday through Friday.

**Red Line (North)**

**Blue Line (North)**

**Green Line (South)**

*Begin @ Transit Depot*

*Brazos Street Side @ 7:00 am*

**Green Line (North)**

*Begins @ 3204 S. Laurent St. @ Stripes @ 7:00 am*

**Blue Line (South)**

**Red Line (South)**

*Begins @ Walmart (Navarro) @ 7:00 am*

**Gold Line**

**(North and South)**

*Begin @ Transit Depot – Brazos Street Side*

*@ 8:00 am to 12:00pm and 1:00 pm to 5:00 pm*

As a result of a public participation process in 2001, GCRPC began planning to implement Fixed Route Service and provide paratransit service. Based on public comment it was decided that GCRPC would include the entire city limits of Victoria as its service area for paratransit service except when legal prohibitions prevent service. Paratransit service is available Monday through Friday, from 7:00 am – 6:00 pm the same service days and hours our Day Fixed Route Service operates. (*See Para Transit Service Guide for Eligibility.*)

Victoria Transit provides an evening and weekend fixed route system that provide riders better access to employment opportunities within the city of Victoria. They consist of three (3) fixed routes which operates North, South, and Central areas within the city limits of Victoria. The Job Access routes operate every 30 minutes from Monday through Friday from 6:00 pm to 10:00 pm; Saturday from 11:00 am to 10:00 pm and closed on Sunday. Wheelchair accessible vehicles are available to assist in transporting persons with disabilities.

**Teal Line**

**Pink Line**

***Begin @ Transit Depot***

***Brazos Street Side @ 6:00 pm***

**Brown Line**

***Begin @ Walmart (Navarro) @ 6:00 pm***

ADA Complementary Para Transit Service will be provided to qualified individuals who have both trip origins and destinations within a ¾ mile radius of the three (3) Fixed Job Access Routes. Services outside the ¾ mile area is not provided. To schedule ADA Para Transit Job Access Service please contact the Victoria Transit office at 361-578-8775 one day in advance between the office hours of Monday through Friday from 7:00 am to 6:00 pm



or on Saturday call 1-877-538-6819 from 11:00 am to 10:00 pm.  
(See *Para Transit Service Guide for Eligibility.*)

### 3.2 Guide for Using Fixed Routes

The Fixed Route Map provides the following information:

- Identifies all bus stops which are color-coded stars.




- Stops that are served by more than one route are multi-colored stars.



- The Fixed Routes are indicated by directional arrows.



- Each of the routes are color-coded for easy identification in Red, Blue, Green, and Gold for Day Fixed Routes. Pink, Teal, and Brown for Flex Weekend and Evening Services.
- Routes are approximately thirty (30) minutes in length except for the Gold Route which runs approximately every one (1) hour.
- There are several Transfer Stations on each route and are indicated by a  symbol.
- Transfer tickets are to be used only at transfer stations.
- All passengers must have correct change.

### 3.2 Indique Para Utilizar La Ruta Fija

El Mapa Fijo de la Ruta Proporciona La Informacion Siguiente:

- Identifica todas paradas de autobús que son las estrellas identificadas por colores.




- Las paradas que son sirvió por más de una ruta son multi coloró las estrellas.



- Las rutas fijas son indicados por flechas direccionales.



- Cada una de las rutas son indentificadas por colores para la identificación fácil en las colores de rutas fijas.
- Las rutas son aproximadamente treinta (30) minutos de largo menos la Ruta Oro que corre aproximadamente cada una (1) hora.
- Hay varias Estaciones de la Transferencia en cada ruta y es indicados port un  simbolo.
- Las entradas de la transferencia deberán ser utilizadas sólo e estaciones de tranferencia.
- Todo pasajeros deben tener el cambio correcto.

### 3.3 Fares and Passes

*Each Fare indicated is a one-way trip.*

	One (1) Un (1)	Ten (10) Diez (10)	Twenty (20) Viente (20)	Monthly Pass/Boloto Mensual
Under 5	Free	N/A	N/A	N/A
Youth (5-17)	\$0.75	\$6.00	\$12.00	\$35.00
Adult (18-59)	\$1.50	\$13.50	\$27.00	\$65.00
Senior (60+)	\$0.75	\$6.00	\$12.00	\$35.00
Medicare	\$0.75	\$6.00	\$12.00	\$35.00
Individual with a Disability	\$.075	\$6.00	\$12.00	\$35.00

### **Fares for Personal Care Attendants and Companions**

When a personal care attendant (PCA) accompanies a rider, the PCA will not be charged a fare. However, Victoria Transit will charge a companion rider the same fare we charge the rider. Please have correct change. Porfavor tiene cambio correcto.

### **3.4 How to Plan Your Trip**

The following steps will help you plan your trip:

- Look at the Bus Route Map
- Determine your direction of travel
- Select route schedule that matches your direction of travel
- Look down the column corresponding with your travel route to pinpoint your departure keeping in mind that all routes run approximately every 30 minutes for scheduled bus stops except the Gold Route which runs approximately every one (1) hour
- Arrive at the bus stop five to ten minutes early. All bus stops are clearly marked
- When the bus is approximately one block away from your stop, signal the driver to stop by pulling the cord above the window, stop chime button or verbally inform the driver



### **3.4 Como Planear Su Viaje**

Los pasos siguientes lo ayudarán a planear su viaje:

- Vea el Mapa de la Ruta de Autobús
- Determine su dirección del viaje
- El horario selecto de la ruta que empareja su dirección del viaje
- Mire hacia abajo la columna que corresponde con su ruta del viaje para localizar con toda precisión su tener presente que todo dirige corre aproximadamente cada treinta (30) minutos para paradas planificadas de autobús menos la Ruta Oro que corre aproximadamente cada una (1) hora

- Lleguen en cinco a diez minutos temprano. Todas paradas del autobús se marcan claramente
- Cuándo el autobús es aproximadamente un bloque lejos de su parada, señala al conductor para parar tirando la cuerda encima de la ventana o informar verbalmente al conductor

### **3.5 Transfer Guidelines**

A transfer is free, but non-transferable to another person. Request a transfer upon paying a fare to the bus operator. Transfers may not be issued by the Operator after a customer has taken a seat. A transfer is valid on all routes (in any direction) including the route or route pair from which it was issued. A transfer is valid for one route change. Transfer tickets are to be used at transfer areas only.

### **3.5 Guia De Transbordo**

Una transferencia es libre, pero intransferible a otra persona. Solicite una transferencia a pagar un precio del billete por el operario de autobús. Las transferencias no pueden ser publicadas por el Operario despues que en cliente ha tomado asiento. El boleto es valido para todas las rutas (ida y veulta), incluyendo la misma ruta en que fue entregado o la ruta pareja. El boleto es valido por un cambio de ruta. Las entradas de la tranferencia deberán ser utilizados sólo en estaciones de transferencia.

### 3.6 Riding Rules for Your Safety

1. Please do not cross in front of or behind the bus. Use traffic lights and crosswalks when possible. Traffic does not stop for transit buses.
2. Do not stand in front of the white standee line on any transit bus.
3. Remain seated until the bus has completely stopped.
4. Please watch your step while entering or exiting the bus. Use handrails when provided.
5. Do not enter or exit the bus with a child in a stroller. Strollers must be folded.
6. Please keep baggage to a minimum.
7. Please secure personal items while on the bus.
8. Do not stand while holding packages or babies.
9. Please do not talk to the driver while the bus is in motion. Never yell at the driver to “STOP THE BUS”. Use the “Stop Requested” button or cord, if provided or let the driver know upon boarding.
10. Please do not stand on the edge of the curb while waiting for the bus.
11. Caution: Sleeping passengers may be injured by unexpected movements of the bus.
12. Passenger stops are only permitted at designated locations. Passenger stops are not permitted in construction zones.
13. Use handrails at all times as the bus may be required to stop quickly. Please do not swing from handrails.
14. Weapons, explosives, car batteries, flammable liquids and other hazardous materials are not permitted on the bus.
15. Do not sit or stand in the stairwell.
16. All passengers are to buckle up for safety.



### 3.6 Las Reglas Del Tránsito Para Su Seguridad

1. No cruce por delante o por detras del autobus. Espere hasta que el autobus se haya movido del paradero, ponga atencion al semaforo y utilice el cruce para peatones cuando sea posible. Trafico no se para por el transit autobus.
2. No se pare delante de la linea blanca en cualquier autobús de transito.
3. Permanezca sentado hasta que el autobús se haya detenido completamente.
4. Pise con cuidado al subir o bajar del autobús. Use los pasamanos disponibles.
5. No entre o salga del autobus con un niño en caruaje. (cochecito)
6. Por favor limite sus paquetes, a lo minimo.
7. Asegure sus objetos personales mientras que estan en el autobús y no los deje en el pasillo. No colloque los objetos personales en el area encima del guardabarro, a la derecha e la entrada al autobús.
8. No se mantenga de pie cuando este cargando ninos o paquetes.
9. No le hable al conductor mientras el autobús se este moviendo. Nunca le grite al conductor "PARE EL AUTOBÚS". Use el cordon de parada del autobús, si esta para usarse.
10. No se coloque al bordo de la acera mientras espera el autobús.
11. Use Precaución: Los pasajeros que se quedan dormidos pueden lastimarse por movimientos inesperados del autobús.
12. Las paradas de pasajeros solamente se permiten en lugares designados. No se permiten paradas en zonas de construccion.
13. Use los pasamanos o las barandas en todos momentos porque puede ser necesario detener el autobús rapidamente.
14. No se permite llevar armas, explosivos, baterias de auto, liquidos inflamables y otros materiales peligrosos en el autobus.
15. No se sient ni se pare en lose escalanes de entrada o en la puerta de salida.
16. Los pasajeros debe usar el cinturón de seguridad siempre.



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### ***Wheelchair Definition***

*A wheelchair is defined as a “mobility aid belonging to any class of three or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.”*

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## **4.0 Lift and Ramp Access**

Passengers who use wheelchairs or similar mobility devices will find lift access to buses throughout the service area. The international access symbol is displayed on every accessible vehicle. Inboard and outboard facing of wheelchair and mobility aid users on the lift is permitted, unless there is a safety concern or direct threat to safety.



## **4.0 El Acceso de Silla de Ruedas**

Pasajeros que utilizan sillones de ruedas o dispositivos semejantes de movilidad encontrarán el acceso de ascensor a autobús a través del área de servicio. El símbolo internacional del acceso se demuestra en cada vehículo accesible.

## **4.1 Boarding Separately from a Wheelchair and Standees**

Some riders may be able to board separately from their wheelchairs to avoid having their combined weight exceed the design load of the vehicle lift. Standees are permitted on the lifts. However, Victoria Transit will not assume the controls of power wheelchairs to assist riders with boarding vehicles. Providing assistance with a power wheelchair falls under the category of attendant-type services, therefore a rider may need to bring a personal care attendant (PCA) to assist them.

## **5.0 Seating Access**

The seating in the front of the bus is reserved for the elderly, and/or passengers with disabilities. Each bus also has designated seating areas for persons in wheelchairs.

## **5.0 Asientos**

Lo asientos en frente del autobús se reservan para las personas mayores, y/o para los parajeros con incapacidades. Cada autobús ha designado también áreas de asientos para personas en sillones de ruedas.

## **6.0 Seat Belt and Shoulder Harness Use**

Victoria Transit requires all riders to use their seat belts when sitting in vehicle seats. For each wheelchair user or other mobility device the rider is required to use the seat belt and shoulder harness unless a rider presents documentation that using seat belts and shoulder harnesses would pose a health hazard and allow that rider to travel without a seat belt and shoulder harness.

## **6.0 Cinturón de seguridad y arnés de hombro**

El uso de Victoria Transit requiere que todos los pilotos usen sus cinturones de seguridad cuando se sientan en asientos de vehículos. Para cada usuario de silla de ruedas u otro dispositivo de movilidad, el jinete debe usar el cinturón de seguridad y el arnés de hombro a menos que un jinete presente documentación que el uso de cinturones de seguridad y arneses de hombro representaría un peligro para la salud y permitirá que ese jinete viaje sin asiento cinturón y arnés de hombro.

## **7.0 Calling Out Stops**

In accordance with the Americans with Disabilities Act of 1990 (ADA), all operators on fixed route services announce stops as follows:

- Major stops/time points along the route
- Transfer locations and routes which serve them
- Major intersections
- Stops upon request

This service provides any passenger with information and orientation along the route and throughout the service area.



## **7.0 Anunciando las Paradas**

De acuerdo con los Americanos con el Acto de Incapacidades de 1990 (ADA), todos operarios en servicios fijos de ruta anuncian las paradas de la siguiente manera:

- Paradas/mayores sobre la ruta.
- Lugares de Transferencia y rutas que los sirven.
- Cruceros mayores

El pedido de alto que este servicio proporciona a cualquier pasajero con información y orientación por la ruta y a través del área de servicio.

## **8.0 Service Animal Policy**

ADA defines a service animal as any guide dog or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. Therefore, it is a requirement of all staff to allow service animals aboard all transit vehicles or facilities. A customer with a service animal cannot be segregated from other customers and the service animal must be permitted to accompany its owner on the vehicle or in a facility. However, service animals may not block aisles or exits or otherwise interfere with other customers reaching them.

## **9.0 Oxygen Supplies**

A passenger may bring a portable medical oxygen supply on board a vehicle. The oxygen cylinder shall be labeled with the manufacturer's instructions and precautions and be free of cracks and leaks. If a cylinder is dented, gouged, or pitted you will not be allowed to board the vehicle with the damaged oxygen supply. We reserve the right to limit the number of cylinders transported as practicable. Portable oxygen cylinders shall be transported upright and secured. "Secured" means the cylinder is not moving around in the vehicle.

## **10.0 Securement Systems**

Victoria Transit will use securement systems to secure wheelchairs in designated securement areas only. We may ask a rider to transfer to a vehicle seat if the wheelchair or other mobility device cannot be secured satisfactorily, however we will not deny a rider on the ground that the device cannot be secured or restrained satisfactorily.

## **11.0 Other General Assistance**

Vehicle Operators are trained to meet the needs of passengers with disabilities by assisting passengers when getting on and off buses.

- **Fare Handling:** A passenger can request for the vehicle operator to handle the fare for a passenger with a disability who is unable to reach or insert the fare in a fare box. However, the vehicle operator will not reach into any rider's pockets, purses, or backpacks.
- **Personal Care Attendant (PCA):** While PCAs may travel with a passenger with a disability, Victoria Transit is not responsible for providing a PCA to meet the needs of passengers with disabilities on paratransit or fixed route trips.
- **Luggage and Packages:** To ensure there is room for other passengers, each passenger boarding the bus can take as many packages and can be carried on and off the bus in one trip.
- **Hand-Carrying:** Vehicle Operators will not lift a passenger out of his or her mobility device in order to transfer to a vehicle seat. Such assistance is a matter for the passenger or PCA.

## **12.0 Providing Title VI Language Access**

Victoria Transit as a recipient of Federal funds has an obligation under Title VI of the Civil Rights Act of 1964 for ensuring individuals with limited English proficiency (LEP) can access

information on our Fixed Route Service visit our website at [www.gcrpc.org](http://www.gcrpc.org) or call our office.

### **13.0 Access to Information**

All information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility are available in written communication, unless alternative formats for vital service information are requested by the rider. Information can all be accessed by visiting our website at [www.gcrpc.org](http://www.gcrpc.org) or call our office.

### **14.0 Articles Permitted on Vehicles**

The following articles may be carried on transit vehicles providing such articles are not permitted to remain in a location where they will interfere with the entrance, exit, or free use of the aisles by passengers, or with the safe operation of the vehicle and shall be secured:

- Carriages and strollers- Baby carriages or strollers may be carried only when folded;
- Carts- Personal shopping carts may be carried on board so long as they do not block aisle;
- Walk aids and stand up walkers- Passengers with walk aids will be permitted to board transit vehicles at any time. It is preferred that walkers be folded as so as not to interfere with the free use of the aisle.
- Bicycles are permitted and must be secured by the passenger on the Bus Bike Rack.

### **14.0 Los Articulos Permitidos en Vehiculos**

Los articulos siguientes pueden ser continuados transito vehiculos que proporcionan tales articulos no se permiten quedarse en una ubicaci3n donde ellos intervendian con la entrada, la salida, o libertari3n el uso de los pasillos por pasajeros, o con la operaci3n segura del vehiculo:

- El Equipaje de Mano y los Paquetes: Los artículos y los paquetes ordinarios se pueden llevar sin inconveniencia a otros pasajeros;
- Cochecitos de niño: Coches y Cochecitos se pueden llevar solamente cuando estén doblados;
- Carritos: Carritos personales son permitidos mientras que no bloquean el pasillo.

## **15.0 Articles Not Permitted on Vehicles**

The operator should exercise judgment concerning the overall safety of all passengers. The following items represent potential hazards and may be prohibited:

- Fishing poles that are not safe (the pole is assembled and /or hooks are attached);
- Sharp objects or instruments;
- Gasoline or other hazardous materials;
- Explosive;
- Furniture;
- Non-folding baby carriages;
- Large bundles that will obstruct the aisle;
- Bundles or bags that are leaking;
- Weapons- No person shall carry on or about his person a handgun/firearm unless holstered and legally licensed to do so, club, explosive weapon, knife, knuckles, hoax bomb, chemical dispensing device, or dangerous weapon in a TRANSIT vehicle.
- A “handgun” which means any firearm that is designed, made, or is adapted to be fired with one hand, whether or not such handgun is concealed and carried pursuant to a concealed handgun license;
- A “knife” which means a knife with a blade over five inches long, and hand instrument designed to cut or stab another, a dagger, dirk, stiletto, bowie knife, sword, or spear.

## 16.0 Disorderly Conduct

No person shall commit any act or engage in any conduct constituting disorderly conduct in a vehicle. The term “disorderly conduct” includes the following:

- Abusive, indecent, profane, or vulgar language which by its very utterance tends to incite an immediate breach of the peace;
- A noxious and unreasonable odor created by chemical means.
- Abuse or threats to a person in an obviously offensive manner.
- Fighting with another.
- Discharge of a firearm.
- Display of a firearm or other deadly weapon in a manner calculated to alarm.
- The exposure of a person’s anus or genitals which is reckless concerning others who may be present and who may be offended or alarmed by such act.
- An offensive gesture or display which tends to incite an immediate breach of the peace.
- Unsanitary health conditions and/or personal hygiene including but not limited to bodily fluids, open wounds and any types of blood borne pathogens may be grounds for ridership denial.

Victoria Transit will in the event of any violation of its policies or rules enforce the following as appropriate.

- Removal of Passenger
- Denial of Services
- Criminal Prosecution



## 16.0 El Conducto Desordenads

Ninguna persona cometerá a cualquier actor entra en cualquier conducto que constituyere conducto desordenado en un vehiculo.

El Tránsito de Victoria hace en caso de cualquier infracción de sus reglas impone el siguiente apropiado como:

- La Eliminación del Pasajero
- La Negación de Servicio
- La Prosecución Criminal

## **17.0 Drugs**

No person shall possess or use any narcotics or drugs; offer to another person any narcotics or drugs; or possess any drug paraphernalia in a vehicle.

## **17.0 Las Drogas**

Ninguna persona poseerá ni utilizará cualquier narcótico ni las drogas; la oferta a otra persona cualquier narcótico ni las drogas; ni poseerá cualquier parafernalia de la droga en un vehículo.

## **18.0 Food and Beverage**

No food or beverage will be consumed on the vehicles, except for those passengers who require food or beverages due to a health condition.

## **18.0 El Alimento y Bebidas**

Ningún alimento ni las bebidas serán consumidos en los vehículos. Cualquier pasajero que requiere alimento o bebidas debido a una condición de la salud debe obtener la autorización previa de la administración.

## **19.0 Intoxication**

We will transport individuals who are too impaired to drive. However, we reserve the right to refuse service to any intoxicated person who displays disorderly conduct.

## **19.0 La Persona de Embriaguez**

Ninguna persona consumirá bebidas alcohólicas en cualquier vehículo. Las personas que son intoxicados a abordar puede utilizar nuestro servicio, sin embargo, nuestra política desordenada de conducto se debe imponer.

## **20.0 Clothing and Shoes**

No person shall enter or remain in a vehicle without appropriate clothing that does not properly cover the upper and lower portion of the body. No person shall enter or remain in the vehicle without shoes or sandals on both feet. Driver reserves the right to refuse service to anyone not properly clothed.

## **20.0 Zapatos y Ropa**

Ninguna persona entrará o permanecerá en un vehículo sin ropa adecuada que no cubra adecuadamente la parte superior e inferior del cuerpo. Ninguna persona entrará o permanecerá en el vehículo sin zapatos o sandalias en ambos pies. El conductor se reserva el derecho de rechazar el servicio a cualquier persona que no esté debidamente vestida.

## **21.0 Circumstances Beyond Our Control**

There may be situations that arise beyond our control in which services may be delayed or disrupted. These situations include inclement weather, unpredictable traffic delays (road closures, accidents), and occasional vehicle breakdowns. Victoria Transit has readily available backup capacity that allows for rapid response when breakdowns occur. It is not possible to plan for all conditions that disrupt service; however, we can adjust schedules accordingly.

## **22.0 Loading and Unloading**

Transit drivers are **STRICTLY PROHIBITED** from entering a home to assist passengers. The drivers are responsible for the safe loading, securing, and unloading of all passengers including users of wheelchairs or other mobility devices. If you need help beyond

what the drivers are allowed to perform, you should make arrangements for a companion to accompany and assist you.

### **23.0 Litter**

No person shall dispose of, allow, or permit the disposal of litter in a vehicle.

### **24.0 Nuisances**

Any unreasonably loud, disturbing, or unnecessary noise which causes material distress, discomfort, or injury to persons of ordinary sensibilities in a vehicle is hereby declared to be a nuisance.

### **25.0 Obscene Display or Distribution**

No person shall intentionally or knowingly display or distribute an obscene photograph, drawing, or similar, visual representation, or other obscene material or reckless display or distribute such material when a person is present who will be offended or alarmed by the display or distribution.

### **26.0 Smoking**

No person shall smoke on a vehicle.

### **26.0 Fumar**

Ninguna persona fumará en un vehiculo.

### **27.0 Spitting**

No person shall spit on or upon any vehicle.

### **27.0 Escupiendo**

Ninguna persona escupirá en o sobre cualquier vehiculo.

## **28.0 Explanation of Rules Regarding us of Transit Services**



## THOUGHTS CONCERNING REASONABLE ACCOMMODATION AND JUDICIAL ENFORCEMENT

In general, the intention of the rules, regulations, procedures and guidelines concerning the use of the transit system is not to punish the passengers for failure to abide by these, but rather, to offer them a reasonable opportunity to comply with these in order to promote and secure a safe and orderly system where the rights of our ridership and staff are protected. With this in mind, the following topics will be addressed for clarification:

**DISORDERLY CONDUCT:** This conduct implies that reasonable public order is not being maintained. The words “immediate breach of the peace” is also significant. For example, abusive, indecent, profane, or vulgar language uttered on the bus does not necessarily constitute an immediate breach of the peace. Consider that many young people, especially some middle school age, talk to one another like that. A bus full of these passengers emitting vulgar language would not necessarily constitute immediate breach of the peace. If there were other passengers present who were obviously offered to the point of anger, then their language would constitute an immediate breach of the peace.

Consider, also threats to a person in an obviously offensive manner. Sometimes people say things because they need to release their feelings. They are all “hot” air and have no real intentions of offensive behavior. Unless a person is baiting you or passengers have become clearly offensive or aggressive, ignoring this kind of behavior is probably most effective.

The fact that a person or passenger indicates with obscene sign language that you are “number one” does not indicate an immediate breach of the peace. When it is done with anger coupled with aggressive or offensive behavior toward you or a passenger, it could be considered an immediate breach of the peace.

Another example of disorderly conduct would be the display of a firearm or deadly weapon with the intent to strike fear into the minds of the observers. On the other hand, if a passenger was to unintentionally

expose a legally concealed handgun and a driver was to observe it, this would not necessarily be an act of disorderly conduct.

**INTOXICATION:** Generally, when intoxication is mentioned, the first thing that comes to mind is the use of alcohol. Intoxication as applied here can also include the use of other drugs, and products, such as paints and aerosols. The point that must be remembered is we cannot simply claim, say, or tell a person that they are intoxicated. That is a medical condition to which we are not authorized or equipped to determine.

On the other hand, we can tell a person they appear to have had too much to drink. In addition, the key word is “consume”. Observed consumption of these items would be considered a violation. Here, in this passage as well as the remainder of this document, our intention is to deal with behavior, not the reason for the behavior.

**LITTER:** The intention of this guidance is meant for those people who intentionally deposit litter as defined; who purposely attempt to demonstrate that they are exempt from this transit regulation. It is not meant for persons who unintentionally or absent-mindedly drop or leave item, especially infants and small children.

**NUISANCES:** Person, who by their behavior, produce such loud noises that they cause distress, discomfort, or injury to persons of ordinary sensibilities on transit property will be considered to have created a nuisance. Ordinary sensibility best explained here would mean that if one or two persons among many persons are the only ones who object to the sounds, then that would not be considered ordinary sensibility.

**OBSCENE DISPLAY OR DISTRIBUTION:** One of the key words here is “obscene” and how its meaning is determined. The other key words are “intentionally or knowingly display”. Obscene displays are those having a dominant theme taken as a whole which appeals to the prurient interest in sex, nudity, or excretions, and are patently offensive to prevailing standards in the adult community as a whole.

**REFUSAL OF TRANSPORTION AND REMOVAL OF PASSENGERS:** Sometimes the transit provider may find it necessary to deny transportation to a passenger who refuses to abide by the rules,

regulations, procedures, or guidelines. When doing so, drivers must not argue with passengers. They should politely inform passengers that their behavior or failure to comply is not acceptable. If the passenger does not comply, they should be informed that they are expected to comply with the rule or procedure in question. If the passenger still does not comply, they can be given a choice, both a negative and positive choice. The negative choice is that if they refuse to comply, they could be denied service. The positive choice is that if they select to comply, they will be allowed to ride. They should be given a reasonable opportunity to choose. If in the end passengers make the wrong choice and refuse to comply, drivers should request help from the dispatcher at their first opportunity. In these situations, TRANSIT employees should never argue with passengers, but always return the responsibility for compliance back to the passenger. A necessary action in all of these situations is to document the occurrence. A proper and complete report must be filed by the driver, supervisor, or other employee involved. We must have sufficient documentation to deal effectively with these passengers. When attempting to remove passengers from the vehicle, drivers may request that the passengers leave the vehicle. Drivers shall seek assistance from the Dispatcher/Supervisor in removal of such passengers as necessary. Once again, a complete and proper report of such passengers is to be accomplished or the barring of such passengers from riding our vehicles, when necessary, is to be successful. Any notification of long-term denial of service to passengers will be accomplished by the Operations Manager.

**SHIRTS AND SHOES:** The guideline is meant for those persons who are disabled to the point that they cannot wear a shirt or top. Some disabled or physically- challenged people who cannot control their body temperature and tend to overheat must sometimes remove their shirt to safely maintain their body temperature. When encountering this type of disability, transit employees should request politely that the person put on a top. If they reply they cannot because of a disability, we should respect their wishes whenever public decency will allow us to do so. The requirement for shoes on vehicles is intended for safety and health reasons.

**SPITTING:** The intention is for those who by spitting are attempting to create an immediate breach of the peace, not for those who absentmindedly.

## **29.0 Suspension Policy for Disruptive / Illegal Behavior**

GCRPC has established the following procedure to handle passengers who violate the Rider Rules of Conduct and/or other violations and circumstances.

- **1<sup>st</sup> Offense** – GCRPC assigned staff will give the passenger a verbal warning and explanation of GCRPC policies and procedures
- **2<sup>nd</sup> Offense** – GCRPC will deliver the passenger a written warning of the violation and the policies and procedures
- **3<sup>rd</sup> Offense** – GCRPC will issue a certified letter referencing the violation and refusal of service. Refusal of service period will be determined by the Director of Transportation Services

Passengers who demonstrate tendencies toward violent or destructive behavior through threats, verbal and/or physical behavior may have their transportation services suspended immediately at the discretion of the Executive Director and/or the Director of Transportation Services.

Passengers may appeal their suspensions or terminations by following the procedures outlined in the Appeals Process. The Executive Director and Director of Transportation Services shall have the discretion to alter the penalty as dictated by circumstances.

## **30.0 Title VI Notice**

### **Notice to Our Customers**

Under Title VI of the Civil Rights Act of 1964, Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by any Transportation Service that the Golden Crescent Regional Planning Commission provides can file a complaint to:

Attn: Title VI Civil Rights Officer/Director  
Golden Crescent Regional Planning Commission  
1908 N. Laurent, Suite 600B  
Victoria, Texas 77901

If Complainant is dissatisfied with the determination and/or resolution set forth by GCRPC, the same complaint may be submitted to the Texas Department of Transportation and/or the Federal Transit Administration (FTA) for investigation.

Attn: Public Transportation Coordinator  
Texas Department of Transportation  
1701 SPID, Corpus Christi, TX 78416

And/or

Federal Transit Administration Office of Civil Rights  
East Building, 5 Floor-TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Complaint Procedures and Forms can be obtained online by visiting our website at [www.gcrpc.org](http://www.gcrpc.org) *or* at the Victoria

Transit/RTRANSIT Office at 1908 N. Laurent, Suite 600B,  
Victoria, Texas 77901

### **Aviso A Clientes**

Bajo el Título VI de La Ley de Derechos Civiles de 1964, Individuos u organizaciones que creen que han sido negados los beneficios de, excluidos de la participación en, o sujetos a discriminación por motivos de raza, color u origen nacional por cualquier servicio de transporte que ofrece la Golden Crescent Regional Comisión de Planificación pueden presentar una queja ante:

Atención: Azulejo VI Oficial  
Golden Crescent Regional Comisión de Planificación (GCRPC)  
1908 N. Laurent, Suite 600  
Victoria, Texas 77901

Si el Querellante está satisfecho con la determinación y/o resolución de GCRPC, la misma queja puede presentarse al Departamento de Transporte de Tejas o la Administración Federal de Tránsito (FTA) para la investigación.

Atención: Coordinador de Transporte Público  
Departamento de Transporte de Tejas  
1701 SPID, Corpus Christi, TX 78416

Y/o

Oficina de la Administración Federal de Tránsito de los Derechos  
Civiles  
Este Edificio, Piso 5-TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

Procedimientos de Queja y Formas pueden obtenerse en línea visitando Nuestro sitio web en [www.gcrpc.org](http://www.gcrpc.org) O en la oficina de

Tránsito de Victoria/RTRANSIT en 1908 N. Laurent, Suite 600B,  
Victoria, Texas 77901

### **31.0 Travel Training**

Travel Training is a free, one-on-one training for people who want to learn to use our bus system. The benefits of traveling on the bus are many:

- Increase independence
- Supports an active life-style
- Reduces traffic congestion
- Helps protect the environment
- Provides greater access to your community
- Benefits the local economy

Training includes:

- How to plan your trip
- Ride specific routes
- Read and understand route maps and schedules
- Get to and from our bus stop
- Use the lift to board, include those with wheelchairs or other mobility devices
- Locate and transfer to other buses
- Get service information

### **31.0 Las Instrucciones del Transito son Gratis**

El Tránsito de Victoria también ofrece instrucciones para autobús de ruta fija que entrena para pasajeros con incapacidades y para ciudadanos mayores. Contacte por favor nuestra oficina en 361-578-8775 para más detalles.

### **32.0 Ongoing Public Participation**

Victoria Transit continually strives to improve its Fixed Route Services. We need your feedback and welcome the participation of the general public or individuals with disabilities to serve on a

committee or stakeholder group. Please contact the Transportation Services Department for more information at 361-578-1587.

### **33.0 To File a Complaint about Services**

If you have a concern or complaint about any services we provide, please call or write us. Forms are available on-line or at our office. GCRPC prohibits discrimination based on disability and will comply with the Americans with Disabilities Act (ADA). We also prohibit discrimination based on race, color, or national origin (see Title VI information Section 29.0).

#### **What to Expect from GCRPC's Complaint Process**

GCRPC strives to address all complaints promptly usually within 72 hours. The complaint will be documented, investigated and a follow up phone call or written communication outlining our findings will be conducted. If the complaint is not resolved you may request in writing a formal hearing in which you can present your complaint. Your request must be in writing and presented within fifteen (15) days from our follow up call or written communication addressing our initial complaint. The hearing will be conducted within thirty (30) days following written receipt of your request for a hearing. The decision of GCRPC Executive staff shall be final and shall be communicated in writing to the complainant within five days from the conclusion of the hearing. All Complaints will be handled in a confidential and professional manner.

### **33.0 Si Quiere Ser Una Queja O Reclamacion**

Cualquier y todas quejas recibidos serán mantenidos confidencial y serán manejado en una manera profesional. El reclamante será notificado verbalmente o en la escritura del pleito y la resolución de la queja.



## 34.0 Lost and Found Items

Articles lost on vehicle and returned to Victoria Transit may be picked up at our offices at 1908 N. Laurent, Suite 600B from 7:00 am to 6:00 pm Monday through Friday.

# LOST AND FOUND



Los artículos perdidos en el vehículo y que son regresados al Transito de Victoria puede ser recogido en nuestras oficinas en 1908 Laurent del norte, Suite 600B de 7:00 de la mañana a 6:00 de la tarde el Lunes por el Viernes.

*Do you have trouble with English? Are you unable to speak, read, write, or understand English well? If so, you are Limited English Proficient (LEP). We have translated most of this guide in Spanish however if you need additional assistance please call our office.*

*¿Se le hace difícil el inglés? ¿Tiene dificultad para hablar, leer, escribir o comprender bien el inglés? Si es su caso, usted tiene un conocimiento limitado de este idioma (LEP por sus siglas en inglés). Por favor llámé el oficina para mas información en Español.*

**Give us a call for more information regarding any of the Transportation Services offered by Golden Crescent Regional Planning Commission**

- Fixed Route Services
- ADA Complementary Paratransit Services
- Medical Transportation Services
- Rural Demand Response Services
- Commuter Services



## **Accessible Information**

Victoria Transit strives to provide information to individuals with disabilities in accessible formats and technology, to enable users to obtain information and schedule service.

Victoria Transit provides:

- Information in large print.
- A website with schedule information: [www.gcrpc.org](http://www.gcrpc.org)
- Audio CDs are available in both English and Spanish which provide information on Victoria Transit Services.
- Bilingual English/Spanish staff available.
- Staff are trained in the use of Texas Relay service (711), which enables persons with hearing or speech disabilities to communicate with Victoria Transit.

## **Contact Us**

Golden Crescent Regional Planning Commission  
1908 N. Laurent, Suite 600  
Victoria, Texas 77901  
361-578-1587  
361-578-8865  
[www.gcrpc.org](http://www.gcrpc.org)

*Equal Employment Opportunity Employer*

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