

# FIXED ROUTE SERVICE GUIDE



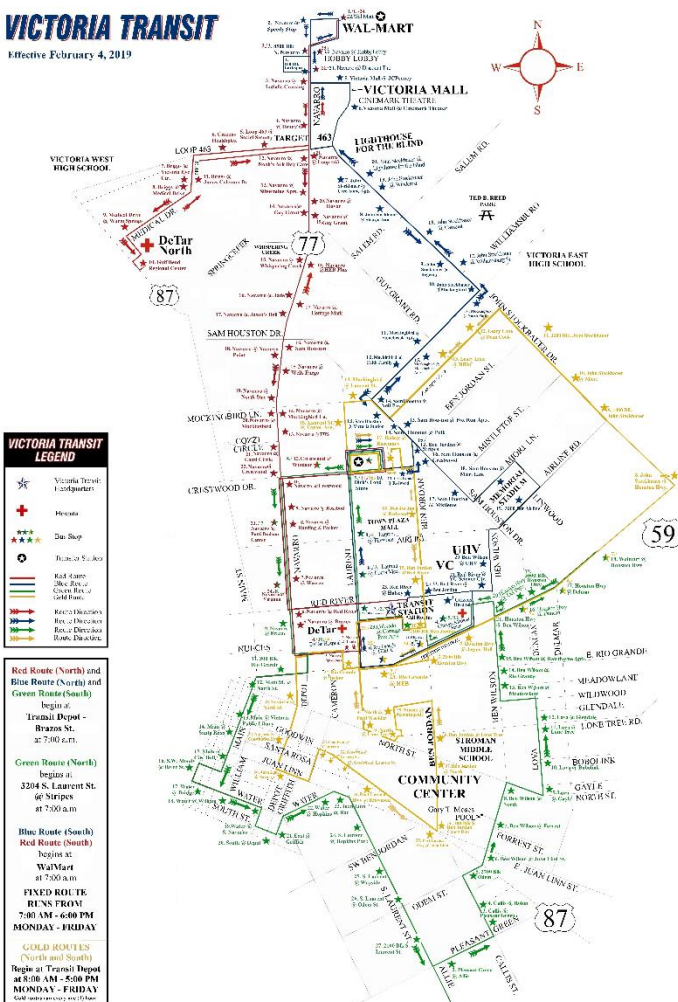
*Services provided by:*  
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# Fixed Route Maps

*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.”***

***Nuestra Misión:***  
***“Para proporcionar los servicios de transporte 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 en varias rutas para Dia, por la Tarde y sábados

### **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.)

### 3.3 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.

### 3.3 Indique Para Utilizar La Ruta Fija

El Mapa Fijo de la Ruta Proporciona La Información Siguiente:

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




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



- Las rutas fijas son indicadas por flechas direccionales.



- Cada una de las rutas son identificada por colores para la identificación fácil en los 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 por un  símbolo.
- Las entradas de la transferencia deberán ser utilizadas sólo y estaciones de transferencia.
- Todos pasajeros deben tener el cambio correcto.

### 3.4 Fares and Pre-Paid 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.

### **3.5 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 Bus Operator to stop by pulling the cord above the window, stop chime button or verbally inform the Bus Operator.



### **3.5 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
- Cuando 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

### **3.6 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 Bus 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.

### **3.6 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 después que en cliente ha tomado asiento. El boleto es válido para todas las rutas (ida y vuelta), incluyendo la misma ruta en que fue entregado o la ruta pareja. El boleto es válido por un cambio de ruta. Las entradas de la transferencia deberán ser utilizados sólo en estaciones de transferencia.

### **3.7 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 Operator while the bus is in motion. Never yell at the Operator to “STOP THE BUS”. Use the “Stop Requested” button or cord, if provided or let the Operator 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.



### **3.7 Las Reglas Del Tránsito Para Su Seguridad**

1. No cruce por delante o por detrás del autobús. Espere hasta que el autobús se haya movido del paradero, ponga atención al semáforo y utilice el cruce para peatones cuando sea posible. Trafico no se para por el transit autobus.
2. No se pare delante de la línea blanca en cualquier autobús de tránsito.

3. Permanece 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 autobús con un niño en carruaje. (cochecito)
6. Por favor limite sus paquetes, a lo mínimo.
7. Asegure sus objetos personales mientras que están en el autobús y no los deje en el pasillo. No coloque los objetos personales en el área encima del guardabarro, a la derecha e la entrada al autobús.
8. No se mantenga de pie cuando este cargando niños o paquetes.
9. No le hable al conductor mientras el autobús se esté moviendo. Nunca le grite al conductor “PARE EL AUTOBÚS”. Use el cordón 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 construcción.
13. Use los pasamanos o las barandas en todos momentos porque puede ser necesario detener el autobús rápidamente.
14. No se permite llevar armas, explosivos, baterías de auto, líquidos inflamables y otros materiales peligrosos en el autobús.
15. No se siente ni se pare en los escalones de entrada o en la puerta de salida.
16. Los pasajeros deben 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.

## **4.1 Embarque por separado de una silla de ruedas y standees**

Algunos pilotos pueden ser capaces de abordar por separado de sus sillas de ruedas para evitar que su peso combinado exceda la carga de diseño del ascensor del vehículo. Se permiten standees en los ascensores. Sin embargo, Victoria Transit no asumirá los controles de las sillas de ruedas eléctricas para ayudar a los pasajeros con vehículos de embarque. Proporcionar asistencia con una silla de ruedas eléctrica está dentro de la categoría de servicios de tipo

asistente, por lo tanto, un jinete puede necesitar traer un asistente de cuidado personal (PCA) para ayudarlos.

## **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 pasajeros 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 Tránsito 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.

## **8.0 Política de Animales de Servicio**

ADA define un animal de servicio como cualquier perro guía u otro animal entrenado individualmente para proporcionar asistencia a una persona con una discapacidad. Si cumplen con esta definición, los animales se consideran animales de servicio bajo la ADA, independientemente de si han sido autorizados o certificados por un gobierno estatal o local. Por lo tanto, es un requisito de todo el personal para permitir el servicio de los animales a bordo de todos los vehículos de tránsito o instalaciones. Un cliente con un animal de servicio no puede ser separado de otros clientes y el animal de servicio debe estar autorizado a acompañar a su propietario en el vehículo o en una instalación. Sin embargo, los animales de servicio no pueden bloquear pasillos o salidas ni interferir de otra manera con que otros clientes lleguen a ellos.

## **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.

## **9.0 Suministros de oxígeno**

Un pasajero puede llevar un suministro médico portátil de oxígeno a bordo de un vehículo. El cilindro de oxígeno se etiquetará con las instrucciones y precauciones del fabricante y estará libre de grietas y fugas. Si un cilindro es abollado, ranurado o deshuesado, no se le permitirá abordar el vehículo con el suministro de oxígeno dañado. Nos reservamos el derecho de limitar el número de

cilindros transportados según sea posible. Los cilindros portátiles de oxígeno se transportarán en posición vertical y se asegurarán. "Asegurado" significa que el cilindro no se mueve 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.

## **10.0 Sistemas de seguridad**

Victoria Tránsito utilizará sistemas de seguridad para asegurar sillas de ruedas solo en áreas de seguridad designadas. Podemos pedirle a un usuario que se transfiera a un asiento del vehículo si la silla de ruedas u otro dispositivo de movilidad no se puede asegurar satisfactoriamente, sin embargo, no negaremos a un jinete en el suelo que el dispositivo no se puede asegurar o refrenado satisfactoriamente.

## **11.0 Other General Assistance**

Bus 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.

## **11.0 Otra Asistencia General**

Los operadores de vehículos están capacitados para satisfacer las necesidades de los pasajeros con discapacidades al ayudar a los pasajeros cuando se suban y bajan de los autobuses.

- **Manejo de tarifas:** Un pasajero puede solicitar que el operador del vehículo maneje la tarifa de un pasajero con una discapacidad que no pueda alcanzar o insertar la tarifa en una caja de tarifas. Sin embargo, el operador del vehículo no llegará a los bolsillos, bolsos o mochilas de ningún piloto.
- **Personal Care Atendían (PCA):** Mientras que los PCA pueden viajar con un pasajero con una discapacidad, Victoria Tránsito no es responsable de proporcionar un PCA para satisfacer las necesidades de los pasajeros con discapacidades en viajes por ruta fija o para tránsito.
- **Equipaje y paquetes:** Para asegurarse de que hay espacio para otros pasajeros, cada pasajero que aborda el autobús puede tomar tantos paquetes y puede ser transportado dentro y fuera del autobús en un solo viaje.
- **Transporte manual:** Los operadores de vehículos no sacarán a un pasajero de su dispositivo de movilidad para poder transferirlo a un asiento del vehículo. Dicha asistencia corresponde al pasajero o a la 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.

## **12.0 Proporcionar acceso al idioma del título VI**

Victoria Tránsito como receptora de fondos federales tiene una obligación bajo el Título VI de la Ley de Derechos Civiles de 1964 para garantizar que las personas con dominio limitado del inglés (LEP) puedan acceder a la información de nuestro Servicio de Ruta Fija visite nuestro sitio web en [www.gcrpc.org](http://www.gcrpc.org) o llame a nuestra oficina.

### **12.1 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.

### **12.1 Acceso a la información**

Toda la información sobre el proceso, los materiales necesarios para solicitar la elegibilidad y los avisos y determinaciones sobre la elegibilidad están disponibles en la comunicación escrita, a menos que el usuario solicite formatos alternativos para la información vital del servicio. Se puede acceder a la información visitando nuestro sitio web en [www.gcrpc.org](http://www.gcrpc.org) o llame a nuestra oficina.

### **13.0 ADA Reasonable Modification Policy**

Department of Transportation (DOT) issues regulations implementing the transportation and related provisions of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended. These regulations apply broadly to both public and private entities and to almost all types of transportation services, including fixed route bus and rail (e.g., commuter, rapid, and light rail), complementary paratransit, demand responsive service and ferry service.

Title II of the ADA applies to public transportation provided by State and local governments. Section 504 applies to all organizations and agencies that receive federal funding. Both laws require that policies, practice, and procedures be modified so that the transportation services are accessible to individuals with disabilities.

To ensure equality and fairness, GCRPC is committed to making reasonable modifications to its policies, practices, and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. If you have a concern about GCRPC policies, practices, and procedures, please call, write us, or visit [gcrpc.org](http://gcrpc.org) for more information.

### **13.0 Política de Modificación Razonable de la ADA**

El Departamento de Transporte (DOT) emite regulaciones que implementan las disposiciones de transporte y disposiciones conexas de la Ley de Estadounidenses con Discapacidades (ADA) y la Sección 504 de la Ley de Rehabilitación de 1973, en su forma enmendada. Estas regulaciones se aplican ampliamente tanto a las entidades públicas como a las privadas y a casi todos los tipos de servicios de transporte, incluidos los autobuses y ferrocarriles de ruta fija (por ejemplo, el tren de cercanías, el tren rápido y ligero),

el para tránsito complementario, el servicio de cobertura de la demanda y el servicio de ferry.

El Título II de la ADA se aplica al transporte público proporcionado por los gobiernos estatales y locales. La Sección 504 se aplica a todas las organizaciones y agencias que reciben fondos federales. Ambas leyes requieren que las políticas, la práctica y los procedimientos se modifiquen para que los servicios de transporte sean accesibles para las personas con discapacidades.

Para garantizar la igualdad y la equidad, GCRPC se compromete a hacer modificaciones razonables a sus políticas, prácticas y procedimientos para evitar la discriminación y garantizar que los programas y servicios sean accesibles para las personas con discapacidades. Si usted tiene una preocupación acerca de las políticas, prácticas y procedimientos de GCRPC, por favor llámenos, escribanos o visite [gcrpc.org](http://gcrpc.org) para obtener más información.

## **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 Artículos Permitidos en Vehículos**

Los artículos siguientes pueden ser continuados transito vehículos que proporcionan tales artículos no se permiten quedarse en una ubicación donde ellos intervendrían con la entrada, la salida, o libertarán el uso de los pasillos por pasajeros, o con la operación segura del vehículo:

- 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 están 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.

### **15.0 Artículo Sin Permita en Vehículos**

El operador debe juzgar la seguridad general de todos los pasajeros. Los siguientes elementos representan peligros potenciales y pueden estar prohibidos:

- Postes de pesca que no son seguros (el poste está montado y / o ganchos están unidos);
- Objetos o instrumentos afilados;
- Gasolina u otros materiales peligrosos;
- Explosivo;
- Muebles;
- Carros de bebé no plegables;
- Grandes bultos que obstruirán el pasillo;
- Paquetes o bolsas que tienen fugas;
- Armas- Ninguna persona llevará sobre o sobre su persona una pistola / arma de fuego a menos que esté enfundada y legalmente autorizada para hacerlo, club, arma explosiva, cuchillo, nudillos, bomba de engaño, dispositivo dispensador químico o arma peligrosa en un vehículo TRANSIT.
- Una "arma de fuego" que significa cualquier arma de fuego que esté diseñada, fabricada o adaptada para ser disparada con una mano, independientemente de que dicha pistola esté oculta o no de conformidad con una licencia de pistola oculta;
- Un "cuchillo" que significa un cuchillo con una hoja de más de cinco pulgadas de largo, y un instrumento de mano

diseñado para cortar o apuñalar a otro, una daga, una daga, una dirk, un stiletto, un cuchillo bowie, una espada o una lanza.

## **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 constituye conducto desordenado en un vehículo.

El Tránsito de Victoria hace en caso de cualquier infracción de sus reglas impone el siguiente apropiada 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 cualesquiera narcóticos 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 pueden 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. Operator 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**

Bus Operators are **STRICTLY PROHIBITED** from entering a home to assist passengers. The Operators 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 Bus Operators 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.

### **23.0 Litter**

Ninguna persona podrá disponer, permitir o permitir la eliminación de basura en un vehículo.

### **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.

### **24.0 Molestias**

Cualquier ruido excesivamente fuerte, perturbador o innecesario que cause angustia material, malestar o lesiones a personas de sensibilidades ordinarias en un vehículo se declara una molestia.

### **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.

### **25.0 Visualización o distribución obscenas**

Ninguna persona exhibirá o distribuirá intencionalmente o a sabiendas una fotografía obscena, dibujo o similar, representación visual u otro material obsceno o exhibición imprudente o

distribuirá dicho material cuando una persona esté presente y se alarme por la exhibición o distribución.

## **26.0 Smoking**

No person shall smoke on a vehicle.

## **26.0 Fumar**

Ninguna persona fumará en un vehículo.

## **27.0 Spitting**

No person shall spit on or upon any vehicle.

## **27.0 Escupiendo**

Ninguna persona escupirá en o sobre cualquier vehículo.

## **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 were to unintentionally expose a legally concealed handgun and a Bus Operator 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 Victoria 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, Bus Operators 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, Bus Operators should request help from the transportation service representative at their first opportunity. In these situations, Victoria 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 Bus Operator, Transportation Operations Supervisor, or other employee involved. We must have sufficient documentation to deal effectively



with these passengers. When attempting to remove passengers from the vehicle, Bus Operators may request that the passengers leave the vehicle. Bus Operators shall seek assistance from the Transportation Service Representative or Transportation Operations 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 Transportation Operations Coordinator.

**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 Transportation Director 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 600  
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 115, 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 115, 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 Coordinator for more information at 361-578-1587 extension 221.

### **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 Reclamación

Cualquier y todas quejas recibidas 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 115 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 115 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 la oficina para más información en español.*

# *Notes*

## **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)
- 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.

Please reference Section 13.0 ADA Reasonable Modification Policy in this guide for additional assistance.



### 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*