Seneca Transit System
Ride Nice Policy

The goal of the Seneca Transit System (STS) is to provide a safe, comfortable commute for individuals traveling on STS vehicles. To ensure a pleasant commute for all, please observe the following rules:

1. Respect your bus drivers and other riders.
2. Fare-paying passengers are afforded one seat unless all seats are occupied and standing is required. A seated passenger may not deny another passenger an otherwise available seat because he is using a second seat for personal belongings.
3. Smoking, including all forms of tobacco, (e-cigarettes) and any other products which emit or disburse in the air including but not limited to aerosol products, perfumes and colognes, is prohibited.
4. Personal musical devices are allowed with headphones if the sound is not audible to others.
5. Please do not distract the driver as this behavior is disruptive and unsafe.
6. Eating or drinking is not allowed in the vehicle. Please do not litter.
7. Proper attire, including shirts and shoes or appropriate foot coverings is required. Please exhibit appropriate personal hygiene.
8. Do not damage, create graffiti, or destroy STS property.
9. Soiling or creating remnants of waste on the bus is prohibited.
10. Firearms or hazardous materials are not allowed on the bus.
11. Abusive behavior will not be tolerated. Such behavior includes but is not limited to physical altercations with STS employees or other riders; threatening or intimidating language; excessive profanity; or shouting at STS employees or other riders.

Persons engaging in any of the above-referenced prohibited behaviors will be asked to cease this behavior and may be removed from the bus. The Seneca Nation and/or its Third-Party Operator reserves the right to ban offending individuals from STS vehicles and from utilizing STS services in cases where the individuals repeatedly engage in prohibited behavior. First time offenders will be asked to cease and abstain from such conduct; if the behavior continues, individuals will be banned from utilizing services and from physically entering STS vehicles. Reinstatement of transit privileges shall be handled on a case-by-case basis at the sole discretion of the Seneca Nation administration.

What can I bring on board STS buses?

We want everyone's ride to be as safe and comfortable as possible. In accordance with Federal Transit Administration policy, persons with mobility disabilities may use devices other than wheelchairs to assist with locomotion. Canes, crutches, and walkers for example, are often used by people whose mobility disabilities do not require the use of a wheelchair. These devices will be accommodated on the same basis as wheelchairs. Please know transit agencies are not required to accommodate devices not primarily designed for use by individuals with mobility impairments. This includes items such as shopping carts, bicycles, and skateboards.

Here's what you can and can't bring on board STS buses:

Luggage, bags, backpacks, and packages

You can bring bags and packages on board, but your bags and packages cannot block the bus aisle or doorway. If you're using a second seat to hold your belongings, please know as a fare-paying passenger, you are afforded one seat unless all seats are occupied and standing is required. You may not deny another passenger a seat because you are using a second seat to stow your personal belongings. Any bags or packages brought on by passengers must be secured by the passenger on the lap of the passenger, placed in the space in front of your seat, or stabilized at the feet of the passenger. Bags or backpacks must have covers and contents must be secured therein.

Wheeled carts and totes

STS allows two- or four-wheeled shopping carts, but they can't be more than 18 inches wide or more than 26 inches long or more than 30 inches tall (excluding wheels and handles). We strongly recommend using folding shopping carts. Shopping carts must be stowed in the space in front of your seat. Storage of carts or totes must not create an obstruction to passenger movements in the bus aisle or doorway.

Walkers

We allow walkers on STS buses, but they cannot be more that 28 inches wide or more than 30 inches tall (excluding wheels and handles). Passengers may use the walkers to assist the process of boarding the bus using the wheelchair lift. Walkers that fold must be placed in the space in front of your seat. If a walker does not fold, it may be secured in one of the bus wheelchair positions, but will give way to allow the carriage of another passenger in a wheelchair.

Strollers

Strollers should be the folding "umbrella" type and placed in the space in front of your seat. Please make sure your stroller doesn't block the aisle or doorway. Under no circumstances, will a child be permitted to ride in the stroller while the bus is in motion. All children must ride either on the lap of an adult guardian or in their own seat.

Mobility devices

STS buses are equipped with wheelchair lifts with sufficient clearances to permit the user of a wheelchair or other mobility aid to reach the securement position on the wheelchair lift.

The wheelchair lifts on OATS buses can hold a wheelchair or scooter up to 30 inches wide and 48 inches long, weighing up to 1,000 pounds when occupied. Due to the wheelchair lift operational securement and weight restriction, only recognized mobility devices can be brought onto the wheelchair lift. Because they cannot be secured, shopping carts, non-mobility devices or any other personal items that cannot be carried by the passenger will not be permitted onto the lifts.

All wheelchairs or other recognized mobility devices must be secured on the lift by the bus operator before the wheelchair or other mobility device is loaded onto the bus. Items that cannot be secured on the wheelchair lift will not be allowed to be loaded on the wheelchair lift by the bus operator.

Anyone without a mobility device can use the wheelchair lift in lieu of the service stairs.

Bikes

Bicycles can only be carried externally using the bike rack on the bus. No bicycles on board. We will transport any bicycle that fits properly in our bike racks.

Request for Reasonable Modification of Policy

Individuals may request a reasonable modification to STS policies and procedures applicable to its transportation services in accordance with the following requirements:

(1) Individuals requesting modifications shall describe what they need to use the service.

(2) Individuals requesting modifications are not required to use the term 'reasonable modification' when making a request.

(3) Whenever feasible, requests for modifications shall be made and determined in advance, before the transportation provider is expected to provide the modified service, for example, during the paratransit eligibility process, through customer service inquiries, or through the Seneca Nation's complaint process.

Requests for reasonable modification of policy should be submitted in writing to:

> STS Request for Reasonable Modification of Policy
> Seneca Nation of Indians
> Department of Transportation
> 90 Ohi:yo' Way
> Salamanca, NY 14779

(4) Where a request for modification cannot practicably be made and determined in advance (e.g., because of a condition or barrier at the destination of a paratransit or fixed route trip of which the individual with a disability was unaware until arriving), operating personnel of the entity shall decide of whether the modification should be provided at the time of the request. Operating personnel may consult with STS management before deciding to grant or deny the request.