

PROHIBITED ACTIVITIES

It only takes one incident to ruin a good experience on transit. That's why we take our safety and security measures very seriously. Those in violation may be asked to leave the vehicle or facility immediately. In addition, law enforcement can cite many violations.

In consideration of others, the following activities and items are not allowed on buses or transit property:

- Eating or drinking (except in designated areas)
- Smoking or chewing tobacco (except in designated areas)
- Drugs or open alcoholic containers/beverages
- Listening to audio devices without headphones
- Littering
- Loitering or soliciting
- Uncontained biohazard
- Flammable or explosive materials
- Weapons
- Profanity
- Violence of any kind or destruction or property
- Harassment - including any unwanted or persistent attention that is physical, violent, or threatening in nature.
- Skating or skateboarding on station platforms
- Lying down on seats, benches on the bus, at stations and bus stops

Please do not buy from peddlers or give money to panhandlers. Alert a Bus Operator or transit employee to report any non-permitted behavior that you witness.

Peddling, panhandling and all of the above activities are violations policy and will not be allowed on transit property.

REMEMBER:

**IF YOU SEE SOMETHING,
SAY SOMETHING!**

THE ROLE OF THE BUS OPERATOR

The Bus Operator's primary job is to drive the bus safely. If problems arise on the bus, the Operator's first priority is to determine if a passenger's safety or security is at stake. The Operator will assess the severity of the problem and resources available, and respond accordingly. The Operator, at his or her discretion, may choose to talk to the passenger, call for assistance, submit a report on the incident at the end of their shift, or take no immediate action. In case of minor infractions of generally accepted conduct, Management's general guideline for the Operator is to continue on the route rather than inconvenience other riders by delaying service. The role of the Bus Operator is that of a peacekeeper, not an enforcer. Enforcement of violations is handled through a network of professionals that can be called upon by the Operator, if and when needed.

Assault on a Transit Operator will result in prosecution to the fullest extent of the law under N.C.G.S. 14-33 and loss of ridership privileges.

HAVE A SAFE TRIP!

In case of emergency always call 9-1-1 or alert a transit employee immediately!

If you have any further questions, please ask your bus operator or contact Customer Service.

Please visit www.GoTriangle.org or call: (919) 485-RIDE (7433) for information on bus routes and services, or to register complaints or observations.

Everyone benefits when safety and security measures are followed and proper conduct is used. Transit passengers enjoy a comfortable, inviting atmosphere, and the overall efficiency of the transit system improves. Thanks for doing your part to ensure the safety and security of using transit.

Transit

Safety & Security



WE CARE ABOUT YOUR SAFETY.

Transit employees strive to provide the safest possible environment for our customers, and our safety record proves it.

This brochure provides some ways riders can do their part to stay safe.



*If you see something,
SAY SOMETHING!*

919.485.RIDE (7433)

IF YOU SEE SOMETHING, SAY SOMETHING!



- If you see an unclaimed or suspicious package on the bus, call 911 or tell a transit employee immediately.

- If you see any unusual behavior or suspicious activity on the bus, please report it to the bus operator or call (919) 485-RIDE (7433) and report it. Try to give detailed information about the person's appearance, speech, behavior, etc.

- If you see an emergency in progress and have a cell phone, please dial 911 and report it to the authorities.

- To report graffiti or etching in the act, call 911.

- To report graffiti or etching that has already occurred, in Durham call Durham One Call at 560-1200. In other areas, call at (919) 485-RIDE (7433).

EMERGENCY ACTION PLAN (EAP)

Triangle Transit and DATA have an Emergency Action Plan which operators and dispatchers are trained to follow in the event of an emergency.

Please follow all operator instructions to ensure your safety.

It's always a good idea to familiarize yourself with all exits when entering a bus, including emergency windows and exit hatches.

SAFETY – GETTING TO THE BUS

- Prepare for your trip ahead of time. Know your route and get to your stop at least five minutes ahead of schedule. For trip information, visit www.GoTriangle.org or call (919) 485-RIDE (7433).

- When waiting for a bus, stand near the bus stop sign but back from the edge of the road. When your bus is approaching, wave to the operator to make sure you are seen. A flashlight is helpful for being seen at rural stops during early morning hours and at night.

- When passing between buses to transfer, or crossing the street to your bus stop, be sure to look both ways. Use a marked crosswalk where possible, and always cross with the light.

- Never stand between buses while transferring on the platform.

- Bikes are not allowed inside buses unless they are foldable and carried in a bag. Please secure your bike in the bike rack on the front exterior of the bus. Directions for using bike racks are at: www.GoTriangle.org/Bike_Walk.

SAFETY - ON THE BUS

- It is safe and legal to stand on the bus if there are no seats available. However, according to Federal Law, passengers are not allowed to cross the standee line while the bus is in motion. It is a good idea to hold onto a railing in case the bus starts or stops suddenly. For your safety, please do not stand in the front of the bus next to the bus operator or in the side doorway.

- Please stow your packages on the seat next to you or under your seat, if possible. Keep large items such as strollers, collapsible carts, and luggage clear of aisles and doorways.

- While on the bus, please do not distract the operator with unnecessary conversation or noise.

- Emergency exits and instructions are clearly marked on doors, windows, and ceiling hatches on buses.

- Never lean against doors

- When you exit the bus, NEVER cross the street by walking in front of or behind the bus. Instead, stand away from the bus and wait for it to leave. Then and only then, check for traffic and cross the street only when you can see that traffic is clear.

AWARENESS

- Don't leave your packages, cell phones, money, or other items on the bus when you exit. Transit employees are not responsible for items left on buses. Bus Operators cannot stop on their routes to search for lost items.

- Items recovered on buses will be returned to lost and found. Call 485-RIDE(7433) to see if your item has been turned in the following day.



TRAVELING WITH CHILDREN

- Never leave children unattended.

- When traveling with a stroller, fold the stroller prior to bus arrival and carry it up the stairs.