



HOPI SENOM TRANSIT SYSTEM RIDER'S GUIDE

Route Service, Fare Information and Rules for Riders

Passenger Safety Policy – Rules for Riders

Passenger safety is job one at Hopi Senom Transit. In order to make your trip safe and pleasant for you and others, please adhere to the following:

- Be at your designated stop 10 minutes prior to your boarding time. Route and bus stop information is available from your driver or by calling the Transit Office at 734-3232.
- Please have exact change upon entry to the bus. Drivers do not carry cash and do not make change
- Take a seat promptly once you've paid your fare and buckle up. seat-belts must be worn by all passengers
- Please reserve the priority seats at the front of the bus for seniors and disabled riders.
- Wait until the bus comes to a complete stop before getting up out of your seat.
- Drivers will assist riders on and off the bus as necessary.
- You're welcome to carry belongings as long as they're small enough to fit on your lap or at your feet, don't block the aisle. Don't take over the seat beside you as you may be charged an additional fare.
- WEAPONS AND FIREARMS ARE PROHIBITED ON BOARD UNLESS THEY ARE UNLOADED, SECURED WITH A GUN LOCK AND ARE IN A CASE. YOU MUST LET YOUR DRIVER KNOW YOU ARE TRANSPORTING A FIREARM.
- FLAMMABLE LIQUIDS AND AUTOMOBILE BATTERIES ARE NOT ALLOWED ON

THE BUS.

- Alcoholic beverages are strictly prohibited on the bus. DRIVERS WILL REFUSE SERVICE TO ANY PASSENGER WHO IS INTOXICATED, HAS AN ODOR OF ALCOHOL OR MARIJUANA ON THEIR PERSON, IS UNDER THE INFLUENCE OF DRUGS OR WHO MAY BE THREATENING OR DISRUPTIVE TO OTHERS.
- PROPANE/BUTANE WILL BE PERMITTED ON BOARD ONLY IN 16.2 OZ. PRE-FILLED CYLINDERS WITH A MAXIMUM OF 2 CYLINDERS PER PASSENGER.
- Smoking and vaping is prohibited in and around the vehicles at all times.
- Eating is not allowed on Transit buses. You may consume beverages if the beverage is contained in a spill-proof or screw-top container or bottle. No fountain drinks are allowed on the bus!
- Parents must keep children with them, seated and buckled.
- Passengers must always use earphones or headset with portable media devices.
- Passengers will be asked to get off the bus or be suspended for disruptive behavior.
- Don't vandalize. Criminal Damage to Property is a violation of the Hopi Code and can be punished with a fine or jail sentence.
- Keep your valuables secure and always hold your backpack, purse or other possessions in your lap or other secure location to prevent easy access by others.
- If you are a victim of a crime, or see a crime taking place, please alert your driver. You can also call 911 or the Hopi Senom Transit office at 928-734-3232.

Inspection of Bags and Packages

We reserve the right to inspect all packages and baggage. Refusal of inspection may result in refusal of services.

Passengers with Disabilities

Passengers with disabilities will receive the same treatment and services as all other passengers. In order to provide you the best service possible:

- Tell the driver if you need help and what type of assistance is needed.
- Share your destination with the driver.
- Trained service animals accompanying persons with disabilities are always welcome on board. Please control service animals at all times.
- Your driver can accommodate wheelchair or mobility aid provided it will fit on the lift or in the securement location on the bus and meets the ADA definition of a common wheelchair.

Alcohol, Drugs, Drug Paraphernalia and Controlled Substances

The transportation of alcohol, drugs, drug paraphernalia and controlled substances without a prescription on and to Hopi tribal lands is strictly prohibited by Hopi Tribal law and is an unlawful use of Tribal Transit. Transportation of these items is a violation of the Hopi Code and can be punished with a fine or jail sentence. We reserve the right to inspect any packages or carry-on luggage, purses or backpacks.

Customer Service

- Our passengers can expect quality customer service from Hopi Senom Transit staff.
- Transit drivers are safe, friendly and courteous at all times.
- Drivers will ask persons entering and exiting the bus if they need assistance.
- Your bus will be clean and a safe environment for your trip.
- All drivers will adhere to Arizona state and Hopi Tribe driving rules and regulations as per state and Hopi Tribal Law.
- Drivers are trained in securing wheelchairs and operating wheelchair lifts.
- Drivers follow the fixed route schedules and will be on time.
- Contact the Transit office if the bus does not arrive in the plus or minus 10 minute window of your scheduled pick-up time
- YOU MAY FILL OUT A CUSTOMER COMPLAINT FORM SHOULD YOU WISH TO DOCUMENT YOUR CONCERNS. THE FORM IS AVIALABLE ON YOUR BUS AND AT OUR OFFICE.

Fares

No fares will be charged due to the COVID-19 Emergency at Hopi. We will again charge fares once the Hopi Tribe declares the Emergency as ended. Call our office for more information.

Refusal of Service

Hopi Senom Transit reserves the right to refuse to any person and has authorized our drivers to refuse service to any passenger who is intoxicated, under the influence of drugs, or may be dangerous or disruptive or for any other reason that might create harm or make the trip unsafe or uncomfortable for other passengers and the driver or may cause damage to the bus. Our drivers will remove passengers from the bus who are belligerent, display rude or disrespectful behavior or refuse to follow Transit policies or the driver's directions. If the driver believes a passenger poses a safety or health threat to themselves or others, the driver will contact Transit Dispatch or Law Enforcement for assistance.

Office Hours

Our office hours are from 8:00 AM to 5:00 PM, Monday through Friday. We are closed on weekends and Federal & Tribal Holidays.