



| Rider Guidelines for Fixed Route Service | | | |
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| Date adopted: | 5/30/2019 | Date revised: | 9/27/2023 |

Criminal Behavior Punishable by Law

South Carolina law allows for certain infractions related to use of public transit to be punishable by law as a misdemeanor. The following section of SC Law will be enforced by Rock Hill Police. Additionally, violations of the below provisions may also result in a suspension from use of My Ride.

SECTION 58-23-1830. It is unlawful for any passenger to commit any of the following acts in a bus or any other public transportation vehicle:

1. use profane, indecent, or obscene language or actions on a public transportation vehicle or conduct himself in a boisterous fashion while on a public transportation vehicle.
2. play any radio, cassette, cartridge, tape player, or similar device unless controlled by the operator, unless the device is connected to an earphone that limits the sound to the hearing of the individual user;
3. obstruct, hinder, interfere with, or otherwise disrupt or disturb the operation or operator of a public transportation vehicle;
4. carry or possess any weapon, explosives, acids, other dangerous articles, or live animals, except for a service dog properly harnessed and accompanied by its owner, small animals properly packaged, or weapons carried by or animals used by a law enforcement official;

Additionally, it is unlawful for a person knowingly and willfully to deliver or convey to a public employee a letter or paper, writing, print, missive, document, or electronic communication or verbal or electronic communication which contains a threat to take the life of or to inflict bodily harm upon the public employee or members of his immediate family if the threat is directly related to the public employee's official responsibilities.

If a passenger participates in any of the above prohibited activities while using My Ride, the operator may make one verbal request for the prohibited activity to stop. If the activity does not stop, the operator will stop the vehicle in a safe area and contact dispatch for further assistance from law enforcement.

- a) The operator should document all incidents using established reporting procedures.
- b) The dispatcher, supervisor or manager will contact law enforcement to report any criminal behavior.



Other Prohibited Activity

- No one under the age of 13 may ride the bus unattended. Passengers under age 13 must be accompanied by an adult age 18 or older.
- Do not leave papers or trash on the bus. Use trash receptacles at Transit Hub and bus stops.
- No disposing of gum on the buses as there are no trash receptacles on the buses.
- No eating or drinking is permissible on the buses. Any food or drink brought onto a bus must be in an appropriate carrying package or sealed container.
- No smoking, vaping, e-cigarettes or chewing tobacco on any transit vehicle.
- No solicitation permitted on the buses.
- Refrain from talking to bus operator while the bus is in motion.
- No physical contact with operators or other passengers.
- No disruptive or abusive behavior toward any other passenger.
- Do not tamper with emergency windows except for in the case of an emergency.
- During an operator's scheduled rest break, passengers are not permitted to remain on the buses.
- No bicycles are permitted on the bus other than on the provided bike racks. Passengers traveling by bicycle are responsible for loading and unloading the bicycle on and off the attached bike racks.
- Passengers are not permitted to loiter on the buses. Passengers found to be loitering on a bus will be asked to exit the vehicle.
- Persons are not permitted to loiter at any bus stops or shelters other than for standard use of the My Ride system when waiting for a bus to arrive. Individuals found to be loitering at a bus stop or shelter will be asked to vacate the bus stop or shelter.
- If a passenger participates in any prohibited behavior while using My Ride, staff will proceed as follows:
 - a) A verbal warning will be provided to the passenger informing them that any further instances of the activity may result in a suspension of riding privileges.
 - b) A second observation of the prohibited activity will result in a 30-day suspension of riding privileges.
 - c) A third violation of this policy will result in service suspension for one calendar year.
 - d) A fourth violation of this policy will result in permanent suspension from using the My Ride transit system.
- The following activities will result in permanent suspension from the My Ride transit system upon the first occurrence:
 - a) Physical harm to a passenger or employee
 - b) A threat of bodily harm to a passenger or employee while riding or communicating with dispatch
 - c) Intentional damage to a transit vehicle (for example, scratching or breaking windows, cutting or marking seats, graffiti on the exterior or interior of the vehicle or other agency property)



Bus Courtesy & Expectations

My Ride transit buses and facilities are for everyone. Transporting passengers takes a lot of coordination and we need everyone to do their part to make public transportation work efficiently. How you can help:

- Arrive at your stop early. Traffic and road conditions may affect bus arrival times. Do not approach a bus after it has begun its departure from the curb into traffic. Bus operators will not open the door after pulling away from the curb.
- Board the bus as quickly as possible and take a seat. If no seats are available, stand behind the yellow line and use the overhead handrails.
- Notify the operator if you need assistance such as kneeling on the bus, using the ramp/lift, or if you become ill.
- Vacate priority seating at the front of the bus when seniors and people with disabilities board, or when asked to do so by the bus operator.
- If standing on a crowded bus, move to the rear and make room for others.
- Do not take more than one seat if the bus is crowded.
- When travelling with strollers fold them and store out of the aisle.
- Check that you have your belongings before you disembark. Exit out the rear door unless you need assistance or have a bike.
- Appropriate clothing such as pants, dresses, shoes, shirts, etc., are required at all times.
- Speak quietly when talking to others or using cell phones.
- Passengers traveling with grocery bags and/or other packages must comply with the My Ride policy on Articles and Packages on Vehicle.
- Passengers traveling with a service animal must comply with the My Ride policy on Animals.
- My Ride transit system will not refuse to provide transit service to an individual with a disability based solely on the individual's involuntary behavior that may offend, annoy or inconvenience agency employees or other individuals (i.e. Tourette's Syndrome).