



Navajo Transit System
PO Drawer 1330 Window Rock AZ 86515
Phone: (928) 729-4002 Fax: (928) 729-4116
www.navajotransit.navajo-nsn.gov

PASSENGER BEHAVIOR POLICY

Navajo Transit System is committed to provide safe, accessible, timely and professional services for our customers. We can provide such a service only when our passengers respect and follow certain safety and courtesy rules. Therefore, we thank you, the passengers boarding our vehicles, for obeying the rules listed below:

1. The driver is responsible for the safety and welfare of all passengers while riding the transit vehicle. Therefore, the driver is in charge and passengers are expected to comply with the instructions of the driver at all times.
2. In the event of an emergency, all passengers are to explicitly follow the instructions given by the driver. If an evacuation of the vehicle is deemed necessary, the driver will instruct you as to the actions to be taken.
3. If a vehicle is seat belt equipped and a passenger fails to buckle up, the driver will ask them to do so before proceeding. If the passenger refuses, they will assume full responsibility of their actions.
4. All children 40 lbs. and under and/or under the age of four will be secured in a federally approved child car seat restraint. Children's safety devices must be provided by the parent or accompanying adult.
5. Children under the age of 13 need to be accompanied by an adult.
6. Any seated passengers in a priority seating area will be asked to move in order to allow an individual with a disability to occupy the seat or securement location.
7. All wheelchairs/mobility devices must be secured. Passenger must allow their devices to be secured.
8. Passengers are expected to pay their fares upon boarding the vehicle or show a valid ticket to the driver. We appreciate exact change for fares.
9. Passengers are expected to act in a courteous manner at all times while riding the vehicle. Any passenger who is verbally and/or physically abusive to other passengers or to the driver will be asked to exit the vehicle immediately.
10. Do not attempt to stand or exit the vehicle until it has come to a complete stop.
11. Passengers are expected to maintain control of their possessions while on the vehicle. NTS will not be responsible for lost or stolen property.
12. All vehicles are tobacco free. Smoking and chewing are not permitted on the vehicle.
13. No passenger is permitted to have any type of alcoholic beverage or illegal drugs on the vehicle at any time. Any person found in possession of such drugs will be immediately reported to law enforcement.
14. At the discretion of the transit provider any person intoxicated or under the influence of alcohol and/or drugs may or may not be permitted to ride the vehicle.
15. Passengers are asked to maintain good personal hygiene so as not to offend other passengers.
16. Passengers are to refrain from horseplay or fighting on the vehicle. The driver will immediately stop the vehicle in the event of such an incident, will ask the passenger to exit the vehicle and will contact law enforcement if deemed necessary.
17. Weapons are not allowed on any vehicle at any time. A weapon is described as any device capable of causing bodily harm to another individual. Any person found in possession of a weapon will be reported immediately to law enforcement.
18. Service animals accompanying individuals with disabilities will be allowed to board the vehicle. Service animal must be under control of the passenger at all times. No other animals are allowed.

Any passenger who violates these rules may have their use of NTS services suspended for at least 30 days. We are responsible for the safety and welfare of all passengers and will refuse service to any person who places our passengers and/or drivers at risk.

MAY 2022