

Riding the Bus

TranGO & Okanogan County Transportation and Nutrition

Rider Guide

TranGO, is your bus system. We are coordinating service with Okanogan County Transportation and Nutrition (OCTN) to provide service throughout the county. This Rider Guide provides the rules covering the entire system. The drivers, dispatchers and office staff are ready to help you navigate the bus system and answer any questions you might have. This guide informs you of the basic safety and passenger rules that all riders should follow. We utilize technology to assist you in using the system. If you have a smart-phone, computer or tablet, you can access information about your bus at okanogantransit.com.

If you have additional questions or concerns, please call us at 509-557-6177, or send an e-mail to okanogantransit@gmail.com

Welcome aboard!
Kelly Scalf GM, TranGO
Jennifer Fitzthum ED, OCTN

Washington State Law—Unlawful Transit Conduct RCW 9.91.025

(1) A person is guilty of unlawful transit conduct if, while on or in a transit vehicle or in or at a transit station, he or she knowingly:

- (a) Smokes or carries a lighted or smoldering pipe, cigar, or cigarette, unless he or she is smoking in an area designated and authorized by the transit authority;
 - (b) Discards litter other than in designated receptacles;
 - (c) Dumps or discards, or both, any materials on or at a transit facility including, but not limited to, hazardous substances and automotive fluids;
 - (d) Plays any radio, recorder, or other sound-producing equipment, except that nothing herein prohibits the use of the equipment when connected to earphones or an ear receiver that limits the sound to an individual listener.
 - (e) Spits, expectorates, urinates, or defecates, except in appropriate plumbing fixtures in restroom facilities;
 - (f) Carries any flammable liquid, explosive, acid, or other article or material likely to cause harm to others, except that nothing herein prevents a person from carrying a cigarette, cigar, or pipe lighter or carrying a firearm or ammunition in a way that is not otherwise prohibited by law;
 - (g) Consumes an alcoholic beverage or is in possession of an open alcoholic beverage container
 - (h) Obstructs or impedes the flow of transit vehicles or passenger traffic, hinders or prevents access to transit vehicles or stations, or otherwise unlawfully interferes with the provision or use of public transportation services;
 - (i) Unreasonably disturbs others by engaging in loud, raucous, unruly, harmful, or harassing behavior;
 - (j) Destroys, defaces, or otherwise damages property in a transit vehicle or at a transit facility;
 - (k) Throws an object in a transit vehicle, at a transit facility, or at any person at a transit facility with intent to do harm;
 - (l) Possesses an unissued transfer or fare media
 - (m) Falsely claims to be a transit operator or other transit employee
 - (n) Engages in gambling or any game of chance for the winning of money or anything of value;
 - (o) Skates on roller skates or in-line skates, or rides in or upon or by any means a coaster, skateboard, toy vehicle, or any similar device. A person may walk while wearing skates or carry a skateboard while on or in a transit vehicle or in or at a transit station if that conduct is not otherwise prohibited by law; or
 - (p) Engages in other conduct that is inconsistent with the intended use and purpose of the transit facility, transit station, or transit vehicle and refuses to obey the lawful commands of an agent of the transit authority or a peace officer to cease such conduct.
- (2) For the purposes of this section:
- (a) "Transit station" or "transit facility" means all passenger facilities, structures, stops, shelters, bus zones, properties, and rights-of-way of all kinds that are owned, leased, held, or used by a transit authority for the purpose of providing public transportation services.
 - (b) "Transit vehicle" means any motor vehicle, street car, train, trolley vehicle, ferry boat, or any other device, vessel, or vehicle that is owned or operated by a transit authority or an entity providing service on behalf of a transit authority that is used for the purpose of carrying passengers on a regular schedule.
 - (c) "Transit authority" means a city transit system under RCW [35.58.2721](#) or chapter [35.95A](#) RCW, a county transportation authority under chapter [36.57](#) RCW, a metropolitan municipal corporation transit system under chapter [36.56](#) RCW, a public transportation benefit area under chapter [36.57A](#) RCW, an unincorporated transportation benefit area under RCW [36.57.100](#), a regional transportation authority under chapter [81.112](#) RCW, or any special purpose district formed to operate a public transportation system.
- (3) Any person who violates this section is guilty of a misdemeanor.

If you need help boarding, just tell the driver. All buses have lifts or ramps to assist riders who have difficulty using stairs. Before you board, have your bus fare ready and allow other riders to exit. As you board, pay the fare using one of the two methods below:

Cash: Deposit exact change in the fare box; both bills and coins are accepted.

Fixed Route and ADA Paratransit Passes:

- ◆ We sell monthly zone passes for \$30. They allow for unlimited rides within your chosen single zone.
 - ◆ For \$60 you can purchase a monthly 2-zone pass, allowing unlimited rides between 2 zones. We will give you a third zone for free if you purchase an unlimited pass for 2 zones.
 - ◆ A \$90 monthly pass is available for unlimited trips anywhere on the fixed route system.
- ⇒ If you don't want to carry cash, you can also purchase a \$10 or \$20 pass. The driver will punch out a trip each time you board. They can be purchased on-line, in the Okanogan Station or by calling 509-557-6177.
- ⇒ Tell the driver if you are transferring to another bus.
- ⇒ Find an available seat, reserving the seats at the front of the bus for the elderly and disabled.
- ⇒ Be alert to your location. The driver will call out major intersections, stops and destinations as the bus travels. Push the red stop button to ring the bell as you approach your stop.

Demand Response Service:

- ⇒ OCTN provides door-to-door public transportation service in many communities. Cost varies based on length of trip. Please call for information and to make reservations (826-4391)
- ⇒ OCTN provides monthly trips to Wenatchee and to Omak from specific areas of the county. The cost for these trips vary based on the length of the trip. Call the office (826-4391) for fare information.

All passes can be purchased on-line, in the office or call 557-6177

Respecting Other Passengers

TranGO rules are designed to keep riders and drivers safe and ensure everyone enjoys the same level of courtesy and respect. While you're on the bus, please follow these basic do's and don'ts. Also, see Unlawful Transit Conduct (in this brochure).

DO wear your seatbelt when the bus is in motion

DO wear shoes.

DO wear headphones when playing any audio device.

DO respect other people's space and keep your hands to yourself.

DO NOT eat, drink or smoke aboard any transit vehicle.

DO NOT hang or swing from the bars in the bus or hang anything out the window.

DO NOT bring anything dangerous on the bus such as weapons, fireworks, vehicle batteries or flammable liquids.

DO NOT disturb others with loud or raucous behavior, profanity or offensive odors.

DO NOT bring an animal on board unless it is a service animal or in a suitable carrier.

KEEP all shopping bags under your control, on your lap, or at your feet, so seats are available for all riders. A limit of 3 bags should be observed.

CHECK for all your belongings before leaving the bus. Call 509-557-6177 to access lost and found.



Safety First!

- ☞ Remain seated with your seatbelt fastened at all times when the bus is in motion.
- ☞ Please keep all bags and parcels with you at all times while using TranGO services and facilities. Report abandoned bags and parcels, and any suspicious or illegal activity to your driver or other TranGO employee.
- ☞ TranGO drivers are friendly and willing to help, but if you have any questions, please ask them when the bus is not moving.
- ☞ A transit bus is not a school bus. Never cross in front of the bus! Wait until the bus has pulled away, and use a designated crosswalk.
- ☞ If you will be removing a bike from the bike rack, always let the driver know as you get off the bus.
- ☞ Remain seated when the bus is in motion. If the bus is full and you need to stand, always hold a handrail.
- ☞ Strollers and shopping carts must be secured and safely stored before travel commences.
- ☞ To ensure their safety, young children must be in your care and control at all times.