

SANTA CRUZ METROPOLITAN TRANSIT DISTRICT

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TITLE: BICYCLES ON FIXED ROUTE BUSES

Procedure History

NEW POLICY	SUMMARY OF POLICY	APPROVED
October 23, 2009	New Regulation	D.B.

I. POLICY

- 1.01 The Santa Cruz Metropolitan Transit District (METRO) is committed to taking reasonable measures to ensure that all passengers may enjoy its public transportation services. To further its commitment to public service and to accommodate customers with bicycles, METRO has designed this policy to regulate bikes on buses and bike overloads on its fixed route service.
- 1.02 METRO will comply with the American with Disabilities Act (ADA) by requiring that priority be given to the elderly and individuals with disabilities for seating in the elderly and persons with disabilities seating area and the wheelchair securement area on all buses at all times.
- 1.03 METRO reserves the right to amend, modify, or delete this policy.
- 1.04 This Policy shall be maintained in English and Spanish.

II. APPLICABILITY

- 2.01 This policy applies to METRO employees, its fare paying customers, passengers, and members of the public.

III. DEFINITIONS

- 3.01 **“Cyclist”** means a person who rides a bicycle.
- 3.02 **“Fare Paying Customer”** means a person that pays cash, coin, or displays a valid ticket or pass to ride the bus.
- 3.03 **“Folding Bicycle”** is a type of bicycle that incorporates a number of hinges or joints, which may be lockable, that permit it to be folded into a more compact size.

3.04 **“Bicycle”** for purposes of this regulation means a bicycle that has the following specifications:

- a) Wheelbase of 44” (111.8 cm) or less;
- b) Tire size 20” to 29” (50.8 to 73.7 cm);
- c) Tire width of 2.35” (6 cm) or less;
- d) Weight not to exceed 50 lbs.

IV. STANDARDS

4.01 METRO will transport bicycles on METRO’s fixed route service in accordance with this policy when accompanied by a fare-paying passenger for no additional fee.

4.02 Generally, each METRO bus can carry up to three (3) bicycles at a time on the front-mounted bike rack under the following circumstances:

- a) Bicycles may be loaded/unloaded on front bike racks at all posted stops on the fixed-route system.
- b) Use of the bike racks is on a first come, first served basis.
- c) Bicycles are not permitted inside buses, except as described below (See §4.05).
- d) Only single-rider, two-wheel bicycles are permitted on the METRO bike racks. Gas powered bicycles, tandem or three-wheel bicycles are not allowed.
- e) Bicycles that have been modified with extra tall handlebars, passenger back rests, or large cargo carriers, such as large baskets mounted to the handlebars or crates attached to a rear rack will not be allowed on bike racks.
- f) Due to weight issues, electric bicycles are allowed to be loaded on the bicycle rack if the battery is removed from the bike. The battery may be brought inside the bus if it is a dry cell battery encased in a sealed, protective case designed for such purpose by the manufacturer. All wet cell batteries are excluded from METRO vehicles, except those used in wheelchairs and mobility devices.
- g) No part of the bicycle may obstruct the Bus Operator’s vision. It is within the sole discretion of the Bus Operator to alert the cyclist that the bicycle is obstructing his/her view and the cyclist must arrange the bicycle in a manner that does not cause obstruction. If for any reason, that is not possible, the bicycle must be removed.
- h) Cargo holders mounted to the handlebars or on top of a rear rack must be removed before it is allowed on the rack.
- i) Front tire/side panniers must be removed before placing on the rack.

- j) Permanently mounted rear tire panniers are acceptable.
 - k) Any loose items should be removed from the bicycle to prevent loss.
- 4.03 Folding bicycles are allowed inside the bus as long as they can be folded and kept out of the aisle and must be controlled by the cyclist at all times. Folding bicycles are not allowed to be placed in the high luggage racks, or on bus seats.
- 4.04 METRO does not limit the number of folding bicycles that are allowed on buses, as long as conditions as noted in Section 4.03 are met. Notwithstanding, Sections 4.03 and 4.04, a METRO Bus Operator may, with the permission of Dispatch, deny a folding bike entry or ask that a folding bike be removed from the interior of the bus if conditions warrant (e.g. bus has full seated load with wheelchairs occupying securement areas with standees present, bike is muddy or it is unsafe to travel with the bike on board the bus).
- 4.05 When the exterior bike rack is full and a wheelchair customer does not occupy the wheelchair securement area, METRO will allow up to two (2) cyclists to bring their bicycles inside certain designated buses as follows:
- a) On Highway 17 Express buses at Diridon Station (southbound), Cavallaro Station (northbound), or at Pasatiempo if the northbound trip does not serve Scotts Valley;
 - b) On Routes 40, 41, or 42;
 - c) A cyclist allowed to bring his/her bicycle inside the bus must use the front door on the bus and load/unload his/her bicycle with extreme caution. The cyclist is responsible to allow sufficient room for other customers to board/deboard the bus;
 - d) A cyclist must secure his/her bicycle in the wheelchair area using the straps provided by the Bus Operator;
 - e) When a wheelchair user wants to board the bus, the cyclist must immediately remove his/her bicycle from the wheelchair securement area and deboard the bus. Priority is always given to individuals with disabilities and the elderly for seating in the wheelchair securement area. The cyclist may choose to remain with his/her bicycle and await the following bus, or may secure the bicycle and reboard the bus without it;
 - f) No bicycles will be permitted on board a bus if the bus is seated at full capacity. At the sole discretion of the Bus Operator, if additional seating is needed, a cyclist may be asked by the Bus Operator to remove his/her bicycle from the bus in order to board more passengers. The cyclist must comply with this request; and
 - g) METRO will not allow muddy bicycles inside buses at any time. It is within the sole discretion of the Bus Operator to determine whether a bike is muddy and cannot be allowed on board the bus.

- 4.06 METRO is not responsible for any loss or damages to or by bicycles that occur on METRO property, or buses.
- 4.07 Bicycles secured at a transit center must be in the bike racks only. Any bicycles secured to other METRO property will be removed by METRO.
- 4.08 Notwithstanding any provision of this regulation, if a Bus Operator determines that conditions are unsafe to transport bicycles in accordance with this regulation and he/she has the permission of the METRO Dispatcher, the Bus Operator may disallow the cyclist to board or to continue to travel on the bus with the bicycle inside the bus or on the bike rack.

V. USE OF BIKE RACKS ON BUSES

- 5.01 METRO requires cyclists to follow these procedures when loading a bicycle onto the front-mounted bike rack:
 - a) As the bus approaches, get your bicycle ready to load onto the bike rack. Remove any water bottles, pumps or loose items (bags, backpacks, etc.) that might fall off the bicycle while in transit. Remove any items that may interfere with the Bus Operators vision;
 - b) Tell the bus driver that you are loading your bicycle. Load from the curbside only. For your safety, do not step beyond the driver's side of the bus into the traffic lane when loading the bicycle;
 - c) The Bus Operator will kneel the bus for the cyclist to load his/her bicycle onto the bike rack;
 - d) Be careful and watch out for traffic as you load your bicycle;
 - e) Squeeze the center release pull to release and lower the bike rack. Pull down on the bike rack;
 - f) Load the outside slot first. Lift the bicycle onto the rack, fitting wheels into the slots. Each slot is labeled for front and rear wheels. The bicycle must fit securely in the rack to be transported; and
 - g) Raise and release the support arm over the top of the front tire. Make sure the support arm is resting as high as possible, even if it has to rest on a fender or on the frame of the bicycle.
- 5.02 METRO requires cyclists to follow these procedures when unloading a bicycle from the front-mounted bike rack:
 - a) Be careful and watch out for traffic as you remove your bicycle;
 - b) Tell the bus driver that you need to unload your bicycle when approaching your stop;

- c) The Bus Operator will kneel the bus for the cyclist to unload his/her bicycle from the bike rack;
- d) Exit through the front door of the bus, so the Bus Operator is aware that you need time to remove your bicycle;
- e) Raise the support arm off the tire. Move the support arm down, out of the way;
- f) Lift the bicycle out of the rack, being careful not to step beyond the driver's side of the bus into the traffic lane when unloading the bicycle;
- g) If there are no other bicycles left in the rack, fold up the bike rack; and
- h) Return to the curb with the bicycle and wait for the bus to leave before entering traffic.

5.03 The cyclist is solely responsible for his/her safety and the safe handling of his/her bicycle while boarding and deboarding the bus.

5.04 Bus Operators are not required to assist with the loading/unloading of bicycles.

VI. RECOVERY OF LOST BICYCLES

6.01 Cyclists may claim lost bicycles through the Customer Service Office located at Pacific Station (formerly Santa Cruz METRO Center), 920 Pacific Avenue, Santa Cruz, CA. Lost bicycles can be claimed Monday through Friday during regular business hours. Contact Customer Service at (831) 425-8600 for further information.

6.02 When claiming a lost bicycle, the cyclist must provide proper, current identification (i.e.: Driver's License, Identification Card, etc.) and a description of the bicycle.

VII. ADMINISTRATION OF REGULATION

7.01 The Operations Manager or his/her designees are responsible for the following:

- a. Ensuring that this regulation is disseminated to all existing fixed route operators, transit supervisors and trainees.
- b. Ensuring that this regulation is disseminated to all new and future fixed route operators, transit supervisors and trainees.
- c. Providing guidance, training and assistance to all employees, operators, and dispatchers who are responsible for implementing this policy.

7.02 METRO will integrate the Bicycles on Fixed Route Buses Policy into its Policies and Procedures.