

**RESOLUTION 246-17**

**RESOLUTION ADOPTING CLAYTON SHUTTLE BUS PASSENGER  
PROCEDURES FOR THE BOROUGH OF CLAYTON**

*WHEREAS*, the Borough of Clayton desires to adopt Borough of Clayton Shuttle Bus Passenger Procedures setting forth the general policies for the operation of the shuttle bus and the passenger code of conduct to be followed by those riding the shuttle bus;

*NOW, THEREFORE, BE IT RESOLVED*, by the Mayor and Council of the Borough of Clayton, County of Gloucester, and State of New Jersey as follows:

1. That the governing body does hereby adopt the attached Borough of Clayton Shuttle Bus Passenger Procedures for the Borough of Clayton.
2. That the Mayor and Borough Clerk are hereby authorized to execute said policy on behalf of the Borough of Clayton.

*ADOPTED*, at a regular meeting of the Mayor and Council of the Borough of Clayton held on November 21, 2017.

BOROUGH OF CLAYTON


  
\_\_\_\_\_  
THOMAS BIANCO, Mayor

Attest:

  
\_\_\_\_\_  
CHRISTINE NEWCOMB, Borough Clerk

**CERTIFICATION**

I, Christine Newcomb, Borough Clerk, of the Borough of Clayton, do hereby certify that the foregoing Resolution was presented and duly adopted by the Borough Council at a meeting of the Borough of Clayton, held on Tuesday, November 21, 2017.

  
\_\_\_\_\_  
CHRISTINE NEWCOMB, Borough Clerk



**BOROUGH OF CLAYTON**

**SHUTTLE BUS**

**PASSENGER PROCEDURES**

**OCTOBER 12, 2017**

## **GENERAL INFORMATION/ELIGIBILITY**

The Borough of Clayton operates a Community Shuttle Bus for residents of the Borough. There is no charge to ride, and the bus transports riders to destinations and events as noted on the Shuttle Bus Calendar. The bus is not used for medical transport or for travel to medical appointments.

Passengers are asked to read this policy, acknowledge receipt by signing the Acknowledgement page, and to abide by this policy at all times. Questions concerning this policy should be directed to the Borough Administrator at (856) 881-2882.

### **RESIDENTS ELIGIBLE TO RIDE**

Anyone wishing to ride on the Shuttle Bus:

- 1) Must be a Borough resident. Exception: Members of the Clayton Senior Club are eligible to ride.
- 2) Must be able to ride without the assistance of an aide, or travel with an aide if assistance is required.

### **TRANSPORTATION SERVICES TELEPHONE #'S:**

Bus Hotline (for requesting pickup) (856) 881-2882, X122  
Borough Hall : (856) 881-2882, X104

## **GENERAL POLICIES**

1. The Shuttle Bus provides curb-to-curb service. Persons using the service must be able to meet the vehicle at street level. The Shuttle Bus Driver may only provide minimal assistance to passengers. There is a wheelchair lift. Riders must be able to board on their own. If they cannot, they must provide their own aides.
2. All passengers are required to wear seat belts at all times.
3. Children under 16 years of age must be accompanied by a responsible adult (over 18 years of age). Children under 18 months of age must be properly buckled into a federally approved child car seat regardless of where they ride in the vehicle. All children traveling on the Shuttle Bus must comply with all state and federal requirements for transporting children (i.e., car seats, etc.). Safety seats are to be supplied by the parent/guardian.
6. Passengers will be picked up and dropped off at the same location unless other arrangements have been approved by the Borough Administrator (**not the driver**) in advance.
8. The driver is authorized to use discretion to make changes to each day's planned trip based on input from the riders or other considerations. For example, if the trip is planned for Walmart, the driver may stop at other stores if desired by those riding that day. In addition, the driver may occasionally stop at a bank, pharmacy, etc., to assist the riders. However, this will only be permitted as time permits, and is solely at the discretion of the driver.

October 12, 2017

## **PROCEDURE FOR RIDING**

The Borough of Clayton creates a calendar of trips for each month. Calendars are available at Borough Hall and on the bus. Each day's activity is recorded on the Shuttle Bus Hotline. The Hotline number is 856-881-2882, x122. If a passenger wants to ride on a specific day, the procedure is as follows:

- \* **Call 856-881-2882 after 6:00 PM the day before the trip, or before 8:45 AM the day of the trip. When the phone voicemail answers, press "122" for the Hotline.**
- \* **Leave the following information: Your Name, Your Phone Number, and Your Address**

The driver retrieves the messages each morning. The driver usually begins pickups at approximately 9:30 AM. The time it takes for the driver to pick up each passenger depends on the number of people riding. Therefore, all passengers should be ready for pickup by 9:30 AM.

## **PASSENGER CODE OF CONDUCT**

Anyone riding the Clayton Shuttle Bus must adhere to the following Code of Conduct:

1. Passengers must be respectful of other riders and the driver at all times. Riders **must**:
  - \* not touch any other passenger or the driver.
  - \* must not use vulgar language or obscenities.
  - \* must be patient and kind in dealing with other riders and the driver.
  - \* must not touch, take, or handle any package, clothing, or other items belonging to someone else.
  - \* must not harass other passengers in any way.
  - \* must respect the personal space of other riders.
  - \* must not make any derogatory, harassing, inflammatory, judgmental, or belittling comment about any other rider, the driver, or anyone in general.
2. Passengers must not deface, damage, destroy, or mar any part of the bus.
3. Passengers must strictly follow any specific instruction given by the driver.
4. No passenger shall offer any money, gift, drug, or any other item to the driver for any reason.
5. No passenger shall be under the influence of drugs or alcohol.
6. Passengers may not smoke, use tobacco products or consume alcohol on the bus.
7. Passengers must refrain from producing excessive noise. Cell phone use is permitted as long as it does not disrupt other riders or the driver

8. Passengers may use radios, CD's, DVD's, and MP3 players only with earphones or headsets.

**FAILURE TO COMPLY: Anyone who continually fails to abide by the code of conduct will be prohibited from riding the bus in the future.**

**COMPLAINT PROCESS**

If a passenger observes another passenger violating the code of conduct on is acting in a threatening, unsafe, abusive or obnoxious manner, he or she must immediately report the action or incident to the driver. The observing passenger must not try to resolve or address the offending passenger.

If a passenger has an issue with the bus driver, he or she must report the issue to the Borough Administrator by letter, email, phone call, or in person.

## ACKNOWLEDGEMENT

I, \_\_\_\_\_ have read the Borough of Clayton Shuttle Bus  
*PRINT NAME*

Policy and agree to fully comply with the policy at all times.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

October 12, 2017