



INTEGRATED SOUTH
TRANSPORTATION
SYSTEM

USER'S MANUAL

2019



Welcome

Our commitment to the passenger is not just to move him/her from one place to another, but we are opening communication channels, offering security during the trip and expanding an avenue of possibilities to provide and give the ability to the people of Ponce to reach their destination wanted. This guide has been designed to help our users of the Integrated South System (SITRAS) to understand and correctly use the system. In this guide you will find pertinent information to be able to make a safe trip. You will also find the procedures to follow to present doubts and concerns that affect the way you travel through the System.

Read this guide carefully so you can know the services that SITRAS offers you.

Introduction

The Integrated South Transportation System (SITRAS) is a mass public transportation system, which guarantees access to all residents of Ponce without discrimination by age, sex or sexual preference, race, color, family income, religion or political ideas, among others. SITRAS is particularly designed to facilitate and allow access to people with disabilities and those who move on bicycles as a means of transport.

Our Lordly City has the Service since February 15, 2012, to the present extending routes for a better service to our citizens. This system has been designed with care and commitment to guarantee access to transportation for all residents of Ponce, including children accompanied by an adult, students, cyclists, youth, adults and the elderly. This innovative system was made with great sensitivity to allow access to all people and provide a free and complementary service to all residents and visitors of the City so they can reach hospitals, schools, universities, jobs and government agencies between other destinations.

SITRAS offers interconnection to bus stops through the SITRAS Porters Network. Through an agreement with public carriers that offer transportation services in Ponce, they transport residents from the most distant communities of Ponce to the stops.

Characteristics of SITRAS:

- System operation is from Monday to Friday from 6:00 a.m. at 6:00 p.m. On Saturdays the schedule is from 7am to 12pm. SITRAS will not offer service on holidays.
- Offers free bus transportation service.

Buses

- The system has different vehicles with capacities for 35, 22, 16 and 11 passengers.
- Platform for wheelchair entry and exit, with assistance from the driver. (The driver will assist the users in wheelchairs)
- Preferential place for pregnant women and / or handicapped
- High capacity air conditioner distributed through ducts along the unit
- 34-passenger buses have bicycle racks on the front of the bus that can carry two bicycles simultaneously.

Service we offer:

Fixed Routes Service

Six (6) main routes through SITRAS buses:

- PONCE CENTRO to DELICIAS – Green Line
- PONCE CENTRO to PONCE HOUSING – Violet Line
- PONCE CENTRO to GLENVIEW – Orange Line
- PONCE CENTRO to EL TUQUE – Yellow Line
- PONCE CENTRO to COTO LAUREL – Blue Line
- PONCE CENTRO to CASCO URBANO – Red and Black Line

SITRAS Paratransit Complementary Service

The Municipality of Ponce in turn has available for people with disabilities who cannot use the existing fixed routes service of SITRAS, an alternate service such as the SITRAS Complementary Paratransit Program. This Paratransit service is required by the American Citizens with Disabilities Act (ADA). This service is provided to clients whose disability or health condition prevents them from using SITRAS fixed route services for some or all of their trips. The service is available $\frac{3}{4}$ of a mile away from any of SITRAS fixed routes. Trips are provided only at the same time and within the same geographical areas of the SITRAS fixed routes.

Only people who are certified by the SITRAS Paratransit Program are eligible to use it.

For more information or to request the SITRAS Complementary Paratransit service, call the Program office at (787)-841-0260

Monday - Friday 8:00 a.m. - 4:30 pm.

Ponce New Freedom Service

The Ponce New Freedom Program is a transportation program designed to provide additional tools to eliminate existing barriers faced by people with disabilities who seek integration into the workforce and full participation in society.

New Freedom seeks to expand the Paratransit Program service parameters, beyond the $\frac{3}{4}$ of miles required by the Americans with Disabilities Act (A.D.A.) and SITRAS fixed route services. Transportation service will be provided for any travel purpose during the same days and hours of operation of SITRAS. The participant can go to medical appointments, buy groceries and medicines, go to personal care appointments, visit laboratories and process personal matters.

To qualify for this program you must meet a series of requirements that includes a medical certification of the applicant's disability.

For more information or to request the service of the PONCE NEW FREEDOM PROGRAM,

Call (787) - 841-0261

BUSINESS HOURS

Monday - Friday 8:00 a.m. - 4:30 pm.

TRANSPORTATION SERVICE HOURS

Monday - Friday 6:00 a.m. - 6:00 pm.

Saturdays 7:00 a.m. - 12:00 m.d.

We do not operate Sundays, or holidays.

Our Drivers:

- They are prepared to transport passengers, to provide assistance to those who need it, from inside or outside the vehicle.
- They do not accept tips for their services. If you see that someone accepts tips, you must notify our offices.
- They will wear uniforms identified with the SITRAS logo.
- They will be courteous and respectful
- Will drive carefully
- Will use a seatbelt
- Provide instructions to users

* If a driver acts inappropriately or negligently, you should notify our offices as soon as possible at 787-813-5111.

Security Rules

These measures are to provide security and create a reliable environment for all SITRAS users.

1. When you wait for the bus do it at the official stops, never do it on the street.
2. Do not address the driver unless it is an emergency, to avoid distractions.
3. Once you get on the bus proceed to sit down quickly.
4. Before getting on the bus take the children out of the stroller/carriage, fold it and place it in the designated area.
5. Everyone who uses SITRAS must wear clothes and shoes at all times.
6. Wait until the driver opens the front door to get on the bus.
7. All passengers must exit through the back.
8. If there are seats available, you should use them, do not remain standing.

9. Never run behind a SITRAS bus.
10. Notify the driver before removing bicycles from the rack.
11. Let the bus continue its march before crossing the street.

Inappropriate behavior and rules for the bus

No person, while using the SITRAS system as a passenger in any vehicle that is operated as a means of public transport may not do any of the following acts:

1. Smoking or owning any lit pipe or embers, cigars or cigarettes.
2. Consume beverages and food (unless medically necessary).
3. Prohibited to consume alcohol.
4. Intentionally defacing, damaging, and writing of any part of the vehicle.
5. Spit, urinate, or defecate in or on any vehicle.
6. Throw, deposit or place paper, bottles, cans or any solid waste or garbage in or on a vehicle.
7. Throw any object of any kind inside a vehicle or any door or window of a vehicle.
8. Play audio or video devices, unless they are played through headphones so it is inaudible to other passengers and the driver.
9. Carry any pet or animal in a vehicle other than a guide dog that accompanies a person with a disability.
10. Standing or walking around in a vehicle while it is in motion.
11. Possess any explosive or transport any flammable liquid or corrosive acid in a sealed container.
12. Possess firearms, with the exception of law enforcement officers.
13. Carry out any unnecessary conversation with the driver, so that the driver's attention will not be diverted from the safe operation of the vehicle or intentionally interfered with.
14. Use profane, abusive or threatening language towards the employee or any passenger while on board the vehicle.
15. Board intoxicated.
16. No random games or illegal games are allowed.

17. The use of skateboards or other motorized games inside the bus is not allowed.
18. Present a significant risk to the health or safety of others.
19. Carrying on board any luggage or items that, due to its size, would restrict the free movement of passengers.
20. You cannot have conversations of a personal nature that could be considered unnecessary offensive or harassment.
21. Carry out any unnecessary contact with a car, driver or a passenger that could be considered offensive or harassment.

SITRAS personnel may refuse to transport or may expel any person who violates the provisions contained therein. If help is required, the driver should contact the radio control or appropriate management member.

Title VI

The Autonomous Municipality of Ponce operates its public transportation system, SITRAS, without distinction of race, color and national origin, in accordance with Title VI of the Civil Rights Law. Any person who believes that he or she has been wronged or aggrieved by any illegal discriminatory practice under Title VI, may file a complaint with the Autonomous Municipality of Ponce.

Our central offices offer service from Monday to Friday from 8:00 a.m. at 4:30 p.m. based in Ponce City Hall.

For more information about the Civil Rights Program of the Autonomous Municipality of Ponce and the procedures for filing a complaint, contact Mr. Ángel Ruiz at (787) 284-4141 ext. 2021 or email angel.ruiz@ponce.pr.gov; or visit our administrative office in the City Hall of Ponce, Fernández Building, Marina Street, second floor, Ponce P.R. You can also find information by visiting our digital page www.visitponce.com/SITRAS.

The complainant may file a complaint directly to the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building 5th Floor- TCR 1200 New Jersey Ave., SE, Washington DC 201590.

When filing the complaint must include details such as: time, place and a brief description of the situation. This will help us to provide a better service and channel your situation in an effective way.

Lost objects

If you leave any object in any of our buses, you should contact our central offices as soon as possible. This way we can locate it and we will help you to recover your belongings.

Complaints and / or Grievances

If you have any complaint or grievance, you must report it to our offices with the administrative staff of SITRAS. By calling 787-813-5111.

Contact:

Emilio Román, SITRAS System Administrator
Urban Park and Dora Colón Clavell Terminal
Corner of Concordia and Jobos Streets,
Ponce, Puerto Rico
787-813-5111