

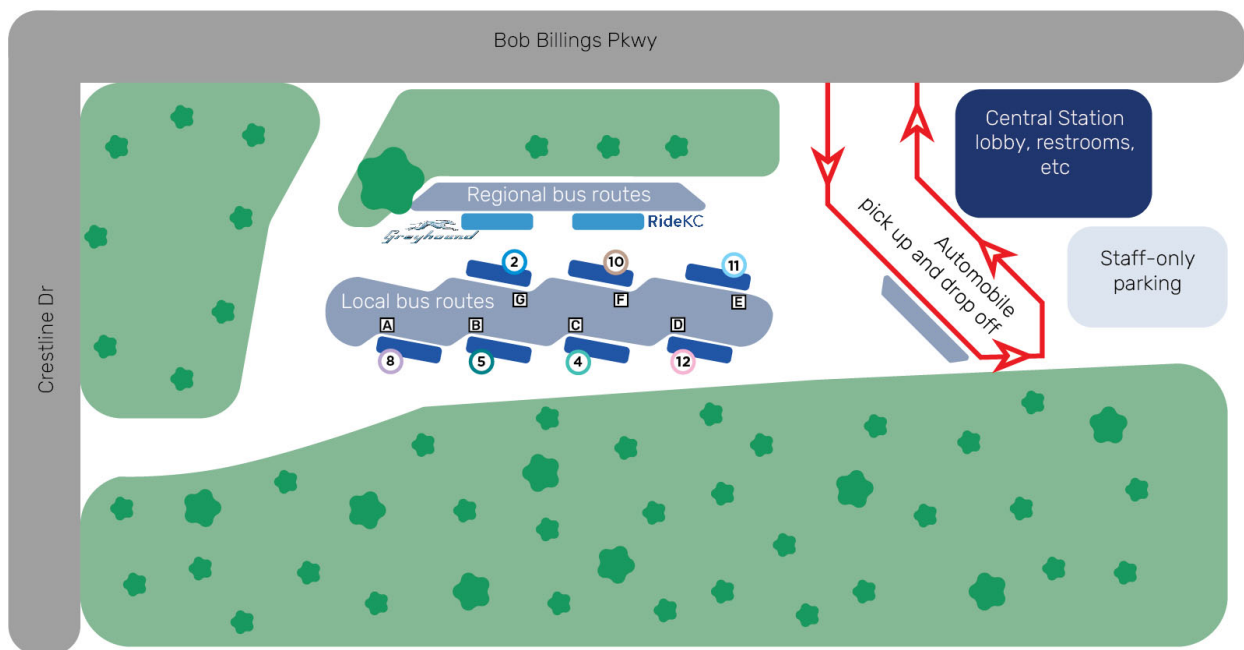


Central Station Operations Plan

Address

2315 Bob Billings Parkway, Lawrence, KS 66045

Map



Routes Serving Central Station

Central Station is served by Routes 2, 4, 5, 8, 10, 11, 12, K-10 Connector, and Greyhound. More information about routes can be found at lawrencetransit.org/routes/

Lobby Hours

Monday – Friday 8 a.m. – 8 p.m.
Saturday 8 a.m. – 2 p.m.

Closed Holidays: New Year’s Day, Martin Luther King, Jr. Day, President’s Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Day



Platform Amenities

The outdoor platform includes seating, wind protection, push-button heaters that operate during service hours in the winter, and digital bus departure and trip-planning signage.

Lobby Amenities

The indoor lobby includes customer service support, restrooms, infant changing tables, seating, Wi-Fi, device charging, wheelchair charging, digital bus departure signage, Lawrence Public Library free books, concession goods, programmed community partner information and services.

Customer Service Information

Customer service includes printed maps and schedules, trip planning support, K-10 Connector info, and Greyhound info. During extreme weather, expect public address system announcements, and follow staff instructions.

Lost and Found

If you leave an item on a bus, call (785) 864-4644, 8 a.m.–5 p.m., Monday–Friday, except holidays. You may also report lost items online by visiting lawrencetransit.org/lost-found. You will be asked to provide a detailed description of the lost item, your name, and a contact number or e-mail address.

Found items are normally available to be identified and logged by 1 p.m. the next business day. All found items will be kept for a maximum of 14 days at Central Station, 2315 Bob Billings Pkwy. The City of Lawrence, KU Transportation Services, and contracted service provider are not responsible for lost, stolen, or damaged belongings.

Bicycle Amenities

Central Station is a convenient place to travel to and from with a bicycle. On-site bicycle amenities include exterior bike racks and bike lockers, interior bike racks, and a bike ramp on the main entrance staircase.

Bicycle users should note that interior bike racks are only available during lobby hours.

To use bike lockers, one will open the front door, roll bike into wheel track, then lock front door with user-provided lock. Bicycles should be stored temporarily, not permanently, in bike lockers (less than 24 hours). Bike lockers are not to be used for shelter or for the storage of personal items.

Safety and Security

Surveillance Cameras

The Central Station site uses exterior and interior security cameras for 24 hour surveillance of the property and building.

Police Response

The Lawrence Police Department is responsible for first response to the Central Station site. LPD may coordinate with the KU Police Department when necessary.



Code of Conduct

Overview

The Central Station site and building is a shared public space. To ensure that everyone feels welcome here, we ask everyone to be respectful of each other and transit property. By using the Central Station building and surrounding site, visitors agree to follow Lawrence Transit's Code of Conduct.

Procedures

1. Formal disciplinary actions shall be consistent for similar infractions.
2. Behavior that violates local, state, and/or federal laws is prohibited.
3. Any transit staff or contracted service provider staff may enforce consequences.
4. In the case of misconduct of a minor nature, staff will request patrons to stop the unacceptable behavior and remind patrons of Lawrence Transit's policy.
5. For more severe misconduct the following suspension guidelines will be followed (actual suspension may be higher based on the situation and facts gathered):

Discipline Levels & Consequences

<ul style="list-style-type: none"> • Smoking/vaping, drinking, use or possession of illegal drugs • Behavior that is disruptive to others' use of transit and transit facilities. May include, but not limited to: <ul style="list-style-type: none"> ▪ Inappropriate/loud/threatening language or gestures ▪ Arguing/verbally harassing staff or others ▪ Obstructing access to buses, seating, shelters, entrances, etc. • Littering: including but not limited to abandoned property and food • Theft or damage of Lawrence Transit or personal materials (less than \$50) • Storing personal belongings on Transit property <p>Consequence: Up to 1 month suspension from Central Station, Downtown Station, buses, bus stops</p>	<ul style="list-style-type: none"> • Repeated Level 1 violations • Issuing verbal threat of violence • Unauthorized presence in staff-designated areas • Using buses, bus stops, Central Station, or Downtown Station while suspended • Staying on Central Station site, Downtown Station site, or bus stops outside fixed route hours of operation (generally 6 a.m.-8 p.m., Monday-Saturday) <p>Consequence: 1-3 month suspension from Central Station, Downtown Station, buses, bus stops</p>
<ul style="list-style-type: none"> • Repeated Level 1, 2 violations • Physical fights • Sexual harassment • Theft or damage of Lawrence Transit or personal materials (more than \$50) <p>Consequence: 3-12 month suspension from Central Station, Downtown Station, buses, bus stops</p>	<ul style="list-style-type: none"> • Repeated Level 1, 2, 3 violations • Possession/display of a weapon • Sexual assault • Physical fights against staff, drivers, other contracted staff <p>Consequence: 12 month-indefinite ban/trespass from Central Station, Downtown Station, buses, bus stops</p>



6. For offenses resulting in a suspension, a verbal notice will be given, and the patron will be asked to leave immediately.
 - a. Lawrence Police may be called to escort the patron out if necessary.
 - b. If the patron leaves before they can be given notice, they will be notified by staff the next time they visit Central Station, Downtown Station, or attempt to board a bus.
 - c. Information regarding the incident will be logged.
7. A patron may appeal a suspension by notice in writing to the Transit & Parking Manager within 15 days after receipt of suspension. Suspensions less than ten days may not be appealed.
8. Only the Transit & Parking Manager or designee has the authority to ban an individual permanently from Central Station, Downtown Station, buses, and bus stops. Staff may in extreme cases restrict a patron from returning until the Transit & Parking Manager or designee can rule on the severity of the penalty.

