

## Passenger Conduct Policy

**CARTS expects all passengers to follow reasonable rules of conduct while on the bus. These rules *will* be enforced to ensure a safe and pleasant journey for all.**

### **PLEASE OBSERVE THE FOLLOWING:**

- ◆ Do not consume food or beverages while on the bus.
- ◆ Beverages may be transported in a hard plastic container (no Styrofoam) but must be capped and closed.
- ◆ Smoking, use of tobacco products, consumption of alcohol or illegal substances are *strictly prohibited*.
- ◆ No shirt, no shoes, no service.
- ◆ You must use headphones if using personal audio device.
- ◆ No weapons of any kind are permitted on buses.
- ◆ Verbal threats, abuse, foul language, shouting, fighting, or any aggressive or unruly behavior are *prohibited*.
- ◆ Do not vandalize or tamper with any CARTS property or the property/equipment of others.
- ◆ The transport of any hazardous material as defined by NYS DMV (such as gasoline or a car battery) is *prohibited*.
- ◆ No rider will be allowed to create unsanitary conditions via bodily fluids, including human or animal waste, etc.
- ◆ Animals are not allowed to board any CARTS bus with the exception of service animals.

### **In addition, CARTS asks that you follow the guidelines below:**

- ◆ Have exact fare or ticket ready for driver. Drivers do not make change.
- ◆ Please reserve front seat for the elderly and disabled.
- ◆ Avoid unnecessary conversation with the driver.
- ◆ Please remain seated while bus is in motion.
- ◆ Be ready for your bus 15 minutes prior to your pickup time.
- ◆ Call the CARTS office if your bus does not arrive within 15 minutes of the scheduled pickup time.
- ◆ Call CARTS and cancel your ride if you do not need the service.

**CARTS may refuse to provide or may suspend service for a rider if that person engages in violent, seriously disruptive, or illegal conduct.**

As drivers will not administer medical treatment to passengers, but instead radio for assistance, users of the service with unstable medical conditions, if appropriate, are recommended to travel with a properly trained escort or personal care attendant, or request services from an ambulance service.

Drivers will make every effort to assist passengers to and from the bus as needed.

Drivers will not dress passengers or lift them out of beds or chairs.

