

Transit Customer CODE OF CONDUCT

Together we can create a safe and welcoming environment for customers and employees on all bus and paratransit services in the State of Connecticut.



SAFETY

- ✓ Do not act in a manner that is disruptive or threatens the safety of other customers or the driver.
Remember: Violence against a transit employee is a Class C Felony in Connecticut.
- ✓ Do not distract the driver while the vehicle is in motion. Stand behind the line.
- ✓ Do not bring firearms, knives, or weapons onto the vehicle.
- ✓ Do not bring hazardous or flammable materials onto the vehicle.
- ✓ Service animals must be harnessed, leashed, or tethered, unless the customer's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. Under all circumstances, any animal must be under the control of the owner.
- ✓ If your bus has seat belts, you are encouraged to use them.
- ✓ Please report suspicious or dangerous situations to the driver.

RESPECT

- ✓ Respect drivers. A friendly greeting and a thank you before you exit is kind and courteous.
- ✓ Respect fellow customers. Keep cell phone conversations to a minimum and do not have loud or inappropriate conversations. Do not disturb others on the vehicle by swearing, playing loud music, or using disrespectful language.
- ✓ Do not litter.

BOARDING & EXITING

- ✓ Have the exact fare, pass, card, or ticket and appropriate ID (if needed) ready before boarding the vehicle.
- ✓ Wait to board the vehicle until departing customers have exited.
- ✓ Allow people using wheelchairs to board first. Save designated front seats for senior citizens, persons with disabilities, or pregnant customers, and please give up your seat if necessary.
- ✓ Wait until the vehicle has pulled away before crossing the street. Use caution walking alongside the vehicle, especially if it is moving.
- ✓ Check around your seat for personal belongings before exiting.

ONBOARD

- ✓ Keep the aisles clear for safety, speed of boarding, and consideration of other customers.
- ✓ Seats are for customers, not for personal belongings.
- ✓ Items are limited to what can be carried onto the vehicle in a single trip. All carry-on items must be closed and secured for cleanliness and safety.
- ✓ The use of smoke and vapor products is prohibited.
Remember: Smoking on board buses is strictly prohibited by Connecticut State law.
- ✓ Do not eat, drink or bring open containers on the vehicle.