

Wildcat Transit Passenger Code of Conduct

Wildcat Transit's goal is to ensure service that is safe, efficient, and protects passengers and drivers from the risks posed by inappropriate conduct.

Drivers are responsible for the care and safety of the bus and its passengers.

All riders are expected to follow their driver's directions. Passengers are expected to behave in a manner that ensures the safety and comfort of other passengers and the driver. Disregarding the Codes of Conduct rules may result in being removed from the bus or not being allowed on the bus.

Be Prepared:

- Ensure you have exact change or the proper ID ready before boarding the bus.
- Enter through the front door and exit through the rear door of the bus.
- Animals are not permitted unless specifically trained to assist with a disability.
- Passengers must be dressed in a fashion appropriate for public spaces, fully clothed, including shoes.
- No open containers of alcohol are permitted on the bus.
- All food and beverages/liquids must be in securely covered containers.
- Hazardous materials, chemicals, and weapons of any type are prohibited on the bus. This includes, but is not limited to, firearms, knives or other items with exposed cutting edges, auto batteries, gasoline, and other flammables.

Be Courteous:

- Refrain from loud conversations, profanity, obscene language, and hate speech. Bullying or harassment of any kind will not be tolerated.
- Keep phone conversations brief, not on speaker, and be courteous of other passengers. Use headphones when listening to a device.
- Smoking (including vaping and E-cigarettes), and the use of other tobacco products are not permitted in buses or bus shelters.
- Feet are not permitted on the seats.
- Do not leave trash on the bus.

- No vandalizing any Wildcat Transit vehicles or property, including bus stops, shelters, and signs by writing, marking, defacing, or causing any kind of damage.
- Do not wear or carry any material that has a strong or pungent odor that may be offensive or irritating to other passengers or the driver. Do not apply perfumes/colognes/other strongly scented products while onboard the bus.
- No videotaping/recording/photography of passengers or drivers on the bus.

For your safety:

- All passengers must remain behind the yellow line when the bus is in motion.
- Passengers are requested to be seated if there are seats available.
- Remain in place until the bus comes to a complete stop.
- Wheelchairs and other mobility devices must be properly secured. If the device cannot be properly secured, it cannot travel on the bus.
- Keep the aisle clear of obstructions (bags, strollers, carts, etc.).
- Scooters must be folded, securely stored, powered off, and must not block aisles, seats or interfere with passenger space.
- Small children must be removed from strollers.
- Watch your step when you enter and exit the vehicle.

Consequences of Misconduct

Drivers and/or Management will take immediate and fitting action in response to misconduct on the bus. Conduct that is deemed to be illegal, hazardous, or violent will be addressed immediately and could include assistance from the police and corrective action up to and including permanent suspension from Wildcat Transit vehicles or property.

Customers who violate Wildcat Transit's code of conduct may be banned from riding. The length of the suspension will vary based on the severity of the violation.