



PASSENGER CODE OF CONDUCT POLICY

The City of Watertown CitiBus system is committed to providing safe, reliable, and accessible public transportation for all passengers. To ensure the safety, security, accessibility, and comfort of everyone, passengers are expected to comply with the following rules while using CitiBus vehicles, bus stops, shelters, transfer locations, and transit facilities.

FARES

- Passengers must pay the appropriate fare before occupying a seat.
- Reduced fare passengers must present valid identification upon request.
- Operators are unable to make change.
- Transfers, passes, and fare media must be used in accordance with CitiBus policies.

PASSENGER CONDUCT

Passengers shall:

- Follow reasonable instructions provided by CitiBus personnel.
- Remain seated whenever possible while the vehicle is in motion.
- Respect the rights, safety, and comfort of other passengers and employees.

Passengers shall not:

- Consume food or beverages onboard vehicles.
- Possess open food or beverage containers onboard vehicles.
- Spit or expel bodily fluids.
- Use threatening, abusive, harassing, obscene, or discriminatory language or behavior.
- Fight, assault, intimidate, or interfere with passengers or employees.
- Damage, vandalize, or tamper with transit property or equipment.
- Litter on vehicles, at bus stops, shelters, or transit facilities.
- Engage in conduct that creates a safety hazard or disrupts transit operations.
- Play audio devices without headphones.
- Operate speakers or devices that disturb other passengers.
- Smoke, vape, or use tobacco products onboard vehicles or within transit facilities.
- Consume alcoholic beverages or possess open containers of alcohol.
- Use illegal drugs or be under the influence to the extent that safe transportation cannot be provided.
- Carry hazardous materials, flammable substances, or dangerous items prohibited by law.

CARRY-ON ITEMS, CARTS, STROLLERS, AND PERSONAL BELONGINGS

Passengers may bring personal belongings onboard provided the items can be safely carried and controlled by the passenger without assistance from CitiBus personnel.

All personal belongings, including bags, packages, carts, strollers, and other items, must remain under the passenger's control at all times.

- Passengers are limited to personal belongings that can be boarded in a single trip.

Items may not:

- Block or obstruct aisles, doorways, emergency exits, or vehicle walkways.
- Interfere with access to priority seating or wheelchair securement areas.
- Create a tripping hazard.
- Occupy additional passenger seating.
- Prevent safe passenger movement within the vehicle.
- Prevent the safe operation of the vehicle.
- Prevent or impede emergency evacuation.

Personal shopping carts may not exceed 30 inches in height, 18 inches in width, and 18 inches in depth, excluding wheels and handles.

All contents must fit completely within the cart or walker. Items may not protrude from, hang from, or be attached to the outside of a cart or walker.

Passengers are encouraged to fold strollers when practical. Strollers and personal belongings must not obstruct aisles, doorways, emergency exits, or passenger walkways.

CitiBus personnel may limit the number of carts, strollers, or large personal items permitted onboard when necessary to maintain passenger safety, accessibility, and available space.

Mobility aids, including wheelchairs, walkers, canes, and other devices used by individuals with disabilities, are permitted in accordance with the Americans with Disabilities Act (ADA).

SERVICE ANIMALS

Service animals are permitted in accordance with the Americans with Disabilities Act (ADA).

Pets and emotional support animals that do not qualify as service animals are not permitted.

PRIORITY SEATING AND ACCESSIBILITY

Priority seating areas are reserved for seniors and individuals with disabilities.

Passengers must vacate priority seating when requested by an individual with a disability or when directed by CitiBus personnel.

Wheelchair securement areas must remain available for passengers who require them.

PASSENGER SAFETY

Passengers shall not:

- Extend any part of their body or belongings outside vehicle windows.
- Distract the operator while the vehicle is in motion except when necessary for safety or transit-related assistance.
- Stand in areas that interfere with the operator's view or vehicle controls.
- Interfere with emergency equipment or safety devices.

CITIBUS AUTHORITY

CitiBus personnel are authorized to make reasonable determinations regarding passenger safety, security, accessibility, and operational concerns.

CitiBus personnel shall determine whether an item creates a safety hazard, obstructs passenger movement, interferes with emergency evacuation, prevents safe operation of the vehicle, or otherwise violates this Code of Conduct.

Passengers must comply with instructions issued by CitiBus personnel regarding safety, seating, accessibility, personal belongings, and vehicle operations.

FAILURE TO COMPLY

Passengers who violate this Code of Conduct may be:

- Directed to correct the violation.
- Required to remove or reposition personal belongings.
- Denied boarding.
- Directed to leave the vehicle or transit facility.
- Suspended from service when authorized by applicable law, City policy, or administrative procedures.

Violations involving criminal activity may be referred to law enforcement.