

PASSENGER CODE OF CONDUCT

Thank you for helping us keep CitiBus safe, respectful and accessible for all.

FARES & PAYMENT

- Pay the correct fare before taking a seat.
- Reduced fare passengers must show valid ID when requested.
- Operators do not make change.
- Use passes and transfers in accordance with CitiBus policies.

PASSENGER CONDUCT

- PLEASE:**
- ✓ Follow instructions from CitiBus personnel.
 - ✓ Be respectful of others and our employees.
 - ✓ Keep the bus clean.
 - ✓ Keep hands, feet and belongings to yourself.

- PLEASE DO NOT:**
- ⊘ Use abusive, threatening or discriminatory language.
 - ⊘ Fight, threaten or harass others.
 - ⊘ Play music or audio without headphones.
 - ⊘ Smoke, vape, use tobacco, alcohol or illegal drugs.
 - ⊘ Litter, vandalize or damage property.
 - ⊘ Distract the operator while the bus is in motion.

PRIORITY SEATING

Priority seating is for seniors and individuals with disabilities.

Please move when requested.

Wheelchair securement areas must remain available.

CARRY-ON ITEMS, CARTS & STROLLERS

For everyone's safety, items must be controlled by the passenger and may not block aisles, doorways, emergency exits or wheelchair securement areas.

 

Items must fit on your lap, under your seat, or between your feet without blocking the aisle.



Carts may not exceed 30" H x 18" W x 18" D (excluding wheels and handles).



All items must fit completely inside. Nothing may protrude, hang from or be attached outside.



Do not block aisles, doorways, emergency exits or vehicle walkways.



Fold strollers when practical. Do not block aisles or doorways.



Do not use additional seats for bags or packages.



Mobility aids (wheelchairs, walkers, canes, etc.) are permitted in accordance with the ADA. When practical and not needed for immediate use, items should be folded or positioned to minimize obstruction.



SERVICE ANIMALS
Service animals are welcome in accordance with the ADA.



FOR YOUR SAFETY

- Stay seated while the bus is in motion.
- Keep aisles and steps clear.
- Do not extend body parts or belongings out of windows.
- Do not interfere with emergency equipment.



CITIBUS AUTHORITY

CitiBus personnel determine what is safe and appropriate. You must follow their instructions.



VIOLATIONS OF THIS CODE OF CONDUCT MAY RESULT IN:

- Being asked to correct the issue
- Denial of future service
- Removal from the bus or facility
- Suspension from service

Criminal activity will be reported to law enforcement.

Your cooperation helps keep CitiBus safe and reliable for our entire community.

Questions or concerns? Contact Watertown CitiBus: **315-785-7772** | www.watertown-ny.gov/citibus