



## **CDTA Rider Code of Conduct Policy Statement**

### Rules of Conduct For Customers And Public Using CDTA Buses And Facilities

CDTA has adopted Rules of Conduct that provide employees with a legal means of (1) denying transportation, (2) ejecting customers from a bus, or (3) securing a basis for police arrest. Please familiarize yourself with the list of prohibited activities and items. If you have problems with what is happening on your bus, please seek the appropriate assistance.

If anyone is observed to be violating any Rules of Conduct, the operator can notify the supervisor on duty in the radio and control room. A supervisor will be dispatched and will work with the operator to pursue the best course of action, which may include denial of transportation, ejection of offenders, and/or possibly contacting law enforcement. Employees should never act to forcibly remove a customer, but CDTA will request arrest and removal by police where appropriate (for violation and/or for trespass where the customer does not leave voluntarily).

CDTA has adopted these rules for the benefit and welfare of our customers and employees and to assist in furthering the provision of safe and reliable transportation. The rules can be found at 21 NYCRR Part 5300 and apply to any use of buses or facilities operated or owned by CDTA and its subsidiaries.

### **Prohibited Activities**

1. Entering operator's space. Assaulting an operator is a felony under NY Penal Law sect. 120.05 (11)
2. Vandalism, including graffiti, defacing, or damaging property
3. Commercial activity (advertising or selling any items or merchandise on a bus or at a CDTA station)
4. Panhandling or Soliciting donations (unless religious or political cause or a registered charity)
5. Littering, urinating, defecating or otherwise causing a public nuisance
6. Smoking, Gambling or Consuming Alcohol
7. Sleeping, where it is hazardous, or interferes with your duties or the comfort of other customers
8. Playing loud music without headphones
9. Throwing things on or from the bus
10. Putting arms or other body parts out the windows
11. Riding while ability to do so impaired by drugs or alcohol
12. Causing an annoyance, alarm, or inconvenience to customers
13. Occupying more than one seat
14. Blocking pedestrian traffic, blocking the aisle
15. Skating/skateboarding, Illegal parking on CDTA property
16. Taking pictures for commercial use

### **Prohibited Items**

1. Open containers
2. Weapons/dangerous instrumentalities
3. Explosives, flammable substances, combustible materials, corrosive materials
4. Oversized items (too big to be on the bus or so big that they interfere with customers)
5. Animals, except for service animals, or small domestic animals in a pet carrier