

Rider Rules of Conduct

Rules ensure safety and comfort for all passengers and the driver. We ask that riders observe the following **Rules of Conduct** while on the bus:

- No eating, drinking or smoking on board.
- No standing in front of the “standee line” while bus is in motion.
- No unnecessary conversation with the driver.
- No abusive, threatening or obscene language or actions.
- No radios or other sound-generating equipment may be used without headphones aboard the vehicles.
- No hazardous materials or weapons of any kind shall be brought on board.
- No animals, except properly documented service animals, shall be allowed on board, unless in a secured cage.
- No signs or other materials may be placed on the bus except by transit management.
- No marking, etching, cutting or damaging the bus in any way.
- No obstructions are allowed in the aisle. Strollers must be closed while in transport.
- No illegal activity of any kind will be tolerated while on board the bus.

Depending on the severity of the violation, the following penalties will be enforced for riders who violate any of the Rider Rules of Conduct:

- One (1) violation will result in a verbal warning.
- Two (2) violations will result in a written warning.
- Three (3) or more violations will result in suspension of service for a minimum of 30 days.

Note: Riders who engage in physical abuse or cause physical injury to another rider or driver may be subject to immediate and permanent suspension and possible criminal prosecution.

An appeals process allows riders the opportunity to appeal warnings or suspensions for violations of the Rider Rules of Conduct. Appeals must be made in writing within 30 days (2580 Sierra Sunrise Terrace, Suite 100, Chico, CA 95928). For more information, please call 879-2468.