

BRATS PASSENGER CODE OF CONDUCT

BRATS prioritizes safety and strives to create a positive experience for all passengers. Our Passenger Code of Conduct outlines essential guidelines that help foster a safe and welcoming environment on our vehicles. By following these standards, you contribute to enjoyable and safe travel for everyone.

1. To maintain schedules, please board the vehicle as quickly as possible, take a seat, and buckle up. Due to limited space, do not take up more than one seat.
2. **DO NOT DISTRACT THE OPERATOR** – Your safety is in their hands.
3. No smoking, vaping, tobacco use, or eating on the bus. Consumption of alcohol or possession of an open container of alcohol is not permitted. Non-alcoholic drinks are permitted in sealed containers.
4. If a passenger misses the bus because he/she was not at the pickup location at the designated time, BRATS will attempt to arrange another trip but has NO obligation to do so.
5. No soliciting, advertising, selling, or distributing goods or services, except as authorized by BRATS.
6. Use or sale of controlled substances is not allowed.
7. Do not vandalize the vehicle or transit property.
8. Do not carry or possess any weapons including guns, knives, swords, box cutters or other devices.
9. Do not possess or transport any flammable liquid or other hazardous material.
10. Respect others by wearing appropriate clothing. Riders must wear shirts, pants/shorts, and shoes.
11. Urinating, defecating, vomiting, spitting or inappropriately discharging of bodily fluids is strictly prohibited.
12. Do not engage in disruptive, disturbing behavior including distracting the driver, disrespecting fellow passengers, loud conversation, profanity, inappropriate comments, or operating any electronic device at an excessive level.
13. All Passengers must use safety restraint equipment if such equipment is available on vehicle.
14. Passengers who are less than four (4) years of age or who weigh less than forty (40) pounds are required to use an appropriately sized child safety seat. Provision, installation, and removal of these child safety seats are the sole responsibility of the guardian of the child.
15. Passengers are responsible for ensuring that oxygen cylinders or other medical support equipment are not stored or secured in the aisle or restrict access.
16. Animals other than service animals must be in transport carriers. **Service animals** must be on a leash or held by the passenger at all times, unless it interferes with the service the animal is trained to perform. The Federal Transit Administration (FTA), under U.S. Department of Transportation (DOT) regulations, does not recognize comfort or emotional support animals as service animals.
17. **SURVEILLANCE** To further the health, safety and welfare of operators and passengers, BRATS has equipped all its vehicles with video and audio equipment.
18. **Passenger Packages:** Due to safety, space limitations, and time to board the vehicle, the number of shopping bags is restricted to those that can easily be handled by passenger, held on the passenger's lap, and carried aboard without delaying the vehicle.
19. **Pick up your trash.** Do not leave it behind in the seat, floor, or aisle.
20. Ensure you have all your **personal belongings** before exiting the vehicle. BRATS is not responsible for any item left on a BRATS vehicle.
21. **HYGIENE:** A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers or Transit Staff. Odors may include but are not limited to scents related to unlaundered clothing, personal hygiene, animal related odors, and excessive perfumes. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to suspension. Passengers with mobility devices must maintain such devices in a state of cleanliness.
22. Due to safety concerns during transport, passengers utilizing scooter-style mobility devices are advised to transfer from the mobility devices to a passenger seat after boarding.

People who refuse to follow the BRATS Passenger Code of Conduct may be temporarily or permanently suspended to ensure the safety of our passengers and employees.