CATAGO!

PASSenger CONduct POLICY

CATAGo’s goal is to provide safe and enjoyable public transportation, and the expectation is that each passenger and employee has a safe and positive experience on CATAGO! services and property.

Each person using CATAGO! services and facilities is expected to exhibit the following courteous behaviors, which include but are not limited to:

1. Allowing exiting passengers to depart before boarding.
2. Using headphones with audio or video devices.
3. Conversing at a volume that is not distracting to others, including the operator.
4. Occupying only one seat.
5. Keeping feet off seats, including not allowing children to stand on seats.
6. Ensuring that children remain seated while the vehicle is in motion.
7. Carrying food and/or beverages in sealed containers.
8. Maintaining personal hygiene.

Prohibited conduct includes, but is not limited to:

1. Refusing to pay the proper fare upon boarding a CATAGO vehicle.
2. Repeated failure to provide requested identification of eligibility for senior free/reduced fare or half-fare/ADA programs.
3. Allowing children under the age of eight to ride unaccompanied by an adult or a responsible youth (at least 12 years old).
4. Distracting or harassing of a vehicle operator.
5. Conversing on a phone or other device at a volume that is distracting to others.
6. Loud, abusive, or harassing behavior, including vulgar language.
7. Assaulting an operator or another passenger.
8. Littering, vandalizing, or destroying CATAGO property.
9. Eating or drinking in the vehicle, including the consumption of alcoholic beverages.
10. Smoking or vaping.
11. Defecating, urinating, vomiting, or spitting.
12. Soliciting.
13. Displaying a weapon for which the passenger has a carry permit or boarding with a weapon for which the person does not have a permit.
14. Bringing a non-service animal on board that is not properly muzzled or contained in an approved pet carrier.

Violations of prohibited behaviors or failure to exhibit courteous behaviors may result in action ranging from a verbal warning to immediate removal from a CATAGO vehicle or property. Repetition of any such prohibited conduct may result in temporary and/or permanent suspension from the use of CATAGO! services. In addition, certain acts may be subject to fines and/or prosecution.

A passenger may appeal a suspension from use of CATAGO! services. A written appeal must be received by CATAGo’s general manager within 15 calendar days of the date of the suspension, stating why the suspension is inappropriate and including any relevant supporting information.

Adopted: September 30, 2019