In keeping with CATA’s goal to provide safe and enjoyable public transportation, and the expectation of each passenger and employee to have a safe and positive experience on CATARIDE service and property, the following are courteous behaviors expected of each person while using CATARIDE service, followed by conduct that is prohibited.

These lists are not all inclusive. Violations of prohibited behaviors or failure to exhibit courteous behaviors may result in action ranging from a verbal warning to immediate removal from a CATARIDE service vehicle or property; repetition of any such prohibited conduct may result in temporary and/or permanent suspension from the use of CATARIDE services. In addition, certain acts may be subject to fines and/or prosecution.

CATARIDE will not refuse to provide service to an individual with disabilities solely because the individual’s disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of CATARIDE or other persons. It is not discrimination to refuse service to an individual with disabilities because that person engages in violent, seriously disruptive or illegal conduct, or represents a direct threat to the health and safety of others.

A passenger may appeal a suspension from use of CATARIDE service. A written appeal must be received by CATA’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.

Each person using CATARIDE service is expected to exhibit the following courteous behaviors which include, but are not limited to:

1. Vacating a seat in the first row of front facing seats if asked by a person with a disability, an older adult or a CATARIDE operator;
2. Using head phones 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. Not walking in the aisles while the bus is in motion;
7. Carrying food and/or beverages in a sealed container;

8. Maintaining personal hygiene.

Prohibited conduct includes, but is not limited to:

1. Refusing to pay the proper fare upon boarding a CATARIDE service vehicle;

2. Failure to provide requested identification of eligibility;

3. Children under five years of age riding without an adult;

4. Distracting or harassing of a vehicle operator;

5. Disturbing other riders with abusive, loud or harassing behavior, vulgar language and telephone conversations that are distracting to others;

6. Assaulting an operator or another passenger;

7. Littering, vandalizing or destroying CATARIDE property;

8. Eating or drinking on the bus including the consumption of alcoholic beverages;

9. Bare feet and/or not wearing a shirt;

10. Smoking or vaping;

11. Intentional behavior that results in 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.

Adopted: October 1, 2018