



## PASSENGER CODE OF CONDUCT

**Purpose:** to foster a safe and positive environment for all passengers. The Code of Conduct is designed to promote the well-being and positive experiences of everyone using our services, ensuring a respectful and inclusive transit community.

**Scope:** the Code of Conduct applies to all individuals utilizing the New Braunfels Urban Transit system, RIO, and clarifies expectations for customer conduct, creating a supportive atmosphere.

- Contribute to a fair and equitable transit system by paying the appropriate fare.
- Support a welcoming atmosphere by treating fellow passengers, transit staff, and property respectfully and courteously.
- Maintain a considerate noise level and use headphones when listening to audio devices.
- Language and/or behavior that is harmful or causes a disturbance is not allowed. The vehicle is not a place to conduct horseplay or fighting.
- Promote a healthy and clean environment by refraining from smoking, vaping, or using illicit substances in the vehicle.
- Respect individual boundaries and offer seats to those who may benefit from them (such as near the door).
- Protect yourself by wearing the seat belts provided and adhering to the safety guidelines and regulations posted. *Actions or behaviors interfering with the safe operation of the transit vehicle will lead to suspension of riding privileges.*
- Pets in animal carriers are welcome. Service animals are welcome and are not considered pets. Emotional support or crime deterrent animals are not considered service animals and must be in carriers. Owners must ensure they maintain control of any animal in the vehicle.
- Personal belongings must be on your lap or near your person and not obstruct other passengers. All belongings should not be left unattended.