



Approved: March 20, 2014

CODE OF CONDUCT

SolTrans delivers safe, reliable and efficient transportation services that link people, jobs, and our communities. By riding with SolTrans, you agree to follow the Code of Conduct, which applies to our entire bus system. Violations may result in immediate removal from a bus or facility and suspension of riding privileges.

Your cooperation is appreciated!

1. Individuals may not board buses until paying a full and accurate fare.
2. Priority seats (designated by signs) shall be yielded to individuals with disabilities and seniors.
3. Carry-ons are limited to only those items passengers can safely carry on the bus in one boarding without driver assistance. Carry-on items must be controlled at all times without blocking seats or aisles.
4. Individuals are prohibited from eating, drinking and smoking on all transit vehicles. Smoking is only permitted in designated areas at transit facilities.
5. Individuals shall use headphones with all sound emitting electronic devices. Cell phone conversations shall be kept at a volume level that does not disturb others.
6. Animals not designated as "service animals" must be in a pet carrier and securely held at all times.
7. Individuals shall maintain a reasonable level of personal hygiene in order to not expose other passengers to health or safety risks.
8. Individuals are prohibited from damaging the personal property of other passengers, or any SolTrans property.
9. Individuals shall not physically or verbally assault, abuse, or harass other passengers, bus operators, or other customer service or security personnel.
10. Individuals shall obey lawful direction given by SolTrans personnel at all times and not engage in any criminal conduct, as defined by the California Penal Code section 640, as amended.

For more information, visit www.soltransride.com or call Customer Service at (707) 648-4666. You may also visit the SolTrans Facebook page: www.facebook.com/SolTrans.