

CODE OF CONDUCT

We provide safe, reliable, courteous, efficient, and accessible transportation services that effectively link people, jobs, and 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 always be controlled without blocking seats or aisles.
4. Individuals are prohibited from eating, drinking and smoking (including e-cigarettes) on all transit vehicles. Smoking is only permitted in designated areas at transit facilities.
5. Children in strollers must be removed from the stroller and placed in a seat or on a parent's lap. Strollers must be folded and stored out of the aisle of vehicle.
6. Individuals shall use headphones or earbuds with all sound emitting electronic devices. Cell phone conversations shall be kept at a volume level that does not disturb others. Be courteous to your fellow riders.
7. Animals not designated as "service animals " must always be in a pet carrier and securely held .
8. Individuals shall maintain a reasonable level of personal hygiene and wear a shirt and shoes.
9. Individuals are prohibited from damaging the personal property of other passengers, or any SolTrans property.
10. Individuals shall not physically or verbally assault, abuse, or harass other passengers, bus operators, or other customer service or security personnel.

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

