

Capital District Transportation Authority Rules of Conduct for customers and public using CDTA buses and facilities

The Capital District Transportation Authority (CDTA) has adopted these rules for the conduct and safety of the public using buses and facilities of CDTA. The rules have been adopted at 21 NYCRR Part 5300 and apply to any use of buses or facilities operated or owned by CDTA or its subsidiaries. These rules are here for the benefit and welfare of both our customers and our employees. Please use them to promote our mission of safe and reliable transportation.



EFFECTIVE December 1, 2005

Bus Riders Code of Conduct

For More Information about these rules visit
our website: www.cdta.org

Schedule



www.cdta.org

518-482-8822

Capital District Transportation Authority

Rules of Conduct for customers and public using CDTA buses and facilities (Effective, December 1, 2005)

CDTA has adopted Rules of Conduct that provide employees with a legal means of (1) denying transportation, (2) ejecting customers from a bus, or (3) securing a basis for police arrest. Please familiarize yourself with the list of prohibited activities and items. If you have any problems with what is happening on your bus you should get the appropriate assistance.

If anyone is observed to be violating any of the rules, the operator can notify the supervisor on duty in the radio and control room. Supervisors will work with the operator to pursue the best course of action. Supervisors will authorize the denial of transportation in appropriate cases. Supervisors will authorize ejection of offenders where appropriate in which case the customer will be directed to alight the bus at the nearest safe location. This action may involve local law enforcement, and will always involve a call to police in the event of non-compliance. Employees should never act to forcibly remove a customer, but CDTA will request arrest and removal by local police where appropriate (for the violation

and/or for trespass where the customer does not leave voluntarily).

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Prohibited Activities

- Entering operator's space. Assaulting operator is felony under NY Penal Law sect. 120.05 (11)
- Vandalism, including graffiti, defacing or damaging property
- Commercial activity (advertising or selling stuff on a bus or at the station)
- Panhandling/Soliciting donations (unless religious or political cause or a registered charity)
- Littering, urinating, defecating or otherwise causing a public nuisance
- Smoking

- Sleeping, where it is hazardous or interferes with your duties or the comfort of other customers
- Gambling
- Playing loud music without headphones
- Throwing things on or from the bus
- Consuming alcohol
- Riding while ability to do so impaired by drugs or alcohol
- Causing annoyance, alarm or inconvenience to customers
- Occupying more than one seat
- Blocking pedestrian traffic, blocking the aisle
- Skating/skateboarding
- Putting arms or other body parts out the windows
- Illegal parking
- Taking pictures for commercial use

Prohibited Items

- Open containers
- Weapons/dangerous instrumentalities
- Explosives, flammable substances, combustible materials, corrosive materials
- Oversized items (too big to be on the bus or so big that they interfere with customers)
- Animals, except for service animals, or animals in a pet carrier

