

# Commute.org Shuttles

## Passenger Code of Conduct

Commute.org is committed to providing a safe and pleasant environment for all its passengers. The Code of Conduct policy is intended to provide guidelines to users of Commute.org shuttles.

We ask that riders observe these rules, be courteous to fellow passengers, and comply with directives given by the driver when on the shuttle. When a passenger's behavior becomes disruptive, is a persistent nuisance to other riders, drivers, or staff, or threatens the safety of the system, Commute.org or its contractor may act to remove the person from the shuttle, contact local police, and/or restrict them from using the service in the future.

### **Prohibited behavior includes but is not limited to the following:**

- Indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct
- Physical violence, harassment, or threats
- Vandalism
- Indecent exposure
- Blocking the aisle, stairwell, or passenger seats with personal items
- Smoking or vaping on the shuttle
- Standing in front of the standee line at the front of the shuttle near the driver's seat
- Throwing objects from the shuttle

### **Prohibited Items include but may not be limited to the following:**

- Hazardous materials such as flammable substances or corrosive agents, etc.
- Illegal drugs, paraphernalia, or alcohol
- Weapons such as firearms, knives, etc.
- Pets that are not in an approved carrier except for trained service animals

### **Shirt, footwear and personal hygiene**

- Footwear and shirts must be worn while on shuttle
- Personal hygiene must be maintained in a manner that does not result in offensive odor

### **Eating, drinking, and other on-board considerations**

- Eating is prohibited on the shuttle
- Trash should be removed by the passenger when exiting the vehicle
- Passengers may bring beverages in a spill proof container, such as a screw-top bottle or a cup with secure lid; excluding alcohol – all other containers are prohibited
- Audio devices should be used with earphones so that sound is limited to person's own listening

### **Seatbelt Policy**

- California law requires passengers to wear a seatbelt while riding on buses and shuttles that are so equipped – failure to do so is punishable by a fine

- For your safety and the safety of the other passengers, we ask that you wear your seatbelt when seated
- Parents with children under eight years of age and under four feet nine inches in height are required to secure the child in an appropriate child passenger restraint system (passenger provided)

#### **How you can help**

- If you see a problem on the shuttle, tell the driver and/or contact Commute.org's shuttle department (650-588-1600 or [shuttles@commute.org](mailto:shuttles@commute.org))
- Do not attempt to enforce these policies yourself. Please contact us as noted above and we will work to resolve the situation
- If there is a medical emergency, a threat or serious crime being committed call 911 to report the problem to the police
- Be prepared to give the shuttle name, location and direction of travel

We appreciate your help in keeping our shuttles safe and secure for all to enjoy.