

# Customer Code of Conduct



**BOARDING, SEATING, AND EXITING** – Saving seats is not allowed. Do not place items in a vacant seat. Items must be stored under the seat. Yield designated seating to seniors and individuals with disabilities. Seats are first come first served.



**CIVILITY, COMPLIANCE, AND DISORDERLY CONDUCT** – All persons must wear a shirt, pants, shorts, dress, or skirt, and flip flops or shoes while in an AVTA facility or vehicle.



**CARTS, STROLLERS, AND LUGGAGE** – Only bring packages that can reasonably be held without taking up another seat. Recyclables in clean, non-leaking plastic bags are permitted.



**FOOD, ALCOHOL, SMOKING, AND DRUGS** – No smoking or vaping within 25 feet of any AVTA facility or vehicle. No food or drinks are allowed on the bus.



**ANIMALS** – Only service animals as defined by the Department of Transportation (DOT) Americans with Disabilities Act are permitted in AVTA facilities or vehicles. According to the DOT, comfort animals are not considered service animals.



**NOISE** – Do not create loud noise, in conversation or on the phone that is offensive, threatening or disruptive and causes a nuisance or interferes with the operation, or enjoyment of AVTA facilities or vehicles.



**ODORS** - Unavoidable, grossly repulsive odor or heavy perfume so extreme it causes a nuisance or interferes with the operation, or enjoyment of the AVTA facilities and vehicles are prohibited.



**SAFETY** – Always use care to avoid injury when in an AVTA facility or vehicle.



**LOITERING** – Loitering as defined by the municipal code is prohibited in AVTA facilities, bus stops, shelters, and vehicles.

To view all the customer codes go to [avta.com/codes](http://avta.com/codes)