

Passenger/Customer Code of Conduct

Inappropriate Conduct on Transit Vehicles and at Transit Facilities

The following inappropriate conduct on BMTA vehicles or facilities, persons will be given a first warning by BMTA personnel not to engage in the conduct. If further warning is necessary for the failure of the passenger/customer to comply, BMTA personnel may direct the passenger(s) to leave the bus or facility. An individual who declines to leave a vehicle or facility after being directed to do so will be subject to arrest by law enforcement. Infractions may result in exclusion from services and access to facilities for up to 6 months but not less than 7 days.

- Refusing to vacate designated front seats and designated wheelchair areas in buses for senior citizens and people with disabilities when requested by those persons or by the driver on their behalf.
- Having distracting conversations with Vehicle Operators.
- Standing in front of the standee line at the front of the bus near the driver's seat.
- Eating or Drinking with the exception of Vehicle Operators who have permission to do so when vehicles are not in motion. Drinking alcoholic beverages or possessing open containers of alcoholic beverages.
- Bringing any animal on the vehicles that is not contained in a kennel or pet carrier, except working animals that assist those with disabilities. Animals in pet carriers must fit on customer's lap, seat, or on floor in seat area, not in aisle.
- Bringing on-board any large articles, packages, non-collapsible strollers, or baby strollers which block the aisle and restricts the free movement of passengers.
- Bringing any item of a dangerous nature on-board vehicles including weapons (pistols, rifles, knives, swords, and bows); flammable liquids; dangerous, toxic, or poisonous substances; vessels containing caustic materials, chemicals, acids, or alkalis; fishing rods which are not broken down or have unsecured or exposed hooks or lures, ski poles unless secured to skis or have tip covers; sheet glass or sharp objects.
- Engaging in indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct under circumstances in which such conduct tends to cause or provoke a disturbance. Causing sounds that are unreasonable and highly disruptive of other individuals using BMTA facilities or services, including but not limited to: prolonged loud, abusive, indecent, profane, or intoxicated conduct.
- Behavior that is disruptive, harassing, or threatening in nature to BMTA passengers or employees. This includes following or stalking passengers or employees. Any disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit facilities or vehicles for their intended purpose.
- Engaging in unauthorized canvassing, selling, soliciting, or distributing any material on-board vehicles.
- Exhibiting inappropriate hygiene, i.e., an individual's hygiene is so offensive as to constitute a nuisance to other passengers. Changing a child's diaper.
- Boarding unattended minors: Children 10 years of age or younger must be accompanied at all times by an older responsible individual.
- Willfully refusing to pay a fare or show specific fare media to Vehicle Operator. Misuse of fare media. Use of counterfeit or stolen fare media
- Smoking or Vaping on vehicles or in facilities.
- Assault or threat of assault
- Stealing or willfully damaging, defacing, or destroying BMTA property.
- Indecent exposure.