

Passenger Code of Conduct

To maintain a safe and comfortable environment for all OCCOA passengers, we ask that all riders adhere to OCCOA's Code of Conduct. Enjoy your ride and thank you in advance for being a respectful OCCOA rider.

Respectful Rider Code of Conduct

To ensure a safe and comfortable ride, OCCOA asks that all passengers adhere to the following:

- Help expedite the boarding process by having exact fare or ticket ready and moving quickly to your seat.
- Show consideration and respect for other passengers and their environment:
 - Limit carry-on bags to what you can carry on a single trip and store them securely at your feet.
 - Use headphones when watching/listening to an electronic device.
 - Clean up after yourself.
- Wearing appropriate clothing is necessary, including a shirt and shoes.
- Do not board the bus with strong scents, improper hygiene, perfumes, or smoke odors (refrain from smoking while waiting for the bus).
- Save your food and drink for before or after your bus trip.
- Proper use of the occupant restraint system (seatbelt) is required.

The following is not allowed on any OCCOA bus:

- Consuming or possessing opened alcohol, and/or illegal substances.
- Smoking of any substance (including marijuana), vaping (e-cigarettes), or the use of smokeless tobacco.
- Possession of hazardous or dangerous items, including weapons.
- Disruption of a safe and comfortable environment by behaving loudly, indecent exposure, using bad language, harassment, or acting offensively to fellow passengers or OCCOA staff.
- Blocking aisles with objects or activities.
- Throwing objects inside the bus or out the windows.
- Dangling body parts or other objects out of windows.

- Loitering, soliciting, or panhandling.
- Larceny, theft, or handling of other people's belongings.
- Encroaching on a passenger's personal space, including touching without consent.
- Animals, except for service animals, are not allowed. (Please see Service Animal Policy for complete details)
- Improper dress or hygiene (body odor, no shoes or shirt, etc.)
- Exposing other riders to body fluids poses a serious health risk. Those in violation will be removed or denied access to the bus. Body fluids include, but are not limited to, urine, spit, feces, vomit, blood, etc.
- More than one (1) portable oxygen tank. (Please see Portable Oxygen Tank Policy for complete details)

Violation of any of the above will result in denial of services.

Denial of Services Policy

To ensure the safety of all OCCOA passengers:

- OCCOA reserves the right to remove or deny service to any passenger who threatens the safety of themselves or others.
- OCCOA will not tolerate any type of harassment, violence, threats, intimidation, destruction of property, or insubordination.
- OCCOA has the right to refuse service and remove passengers when appropriate.