



# Rider Rules

## Boarding:

**Wait at designated stops.** This is for your safety as well as the safety of others.

Always be at your bus stop a few minutes before the bus is scheduled to depart.

**Signal the driver when waiting at a bus stop** or arriving at your destination stop.

**Use caution when boarding** the bus and please use hand rails.

**Pay your fare and show appropriate identification** or fare media to the bus operator.

**Qualified Service Animals** are the only animals authorized and must remain under complete control of the owner at all times.

**Large articles**, packages, baggage, non-collapsible strollers or carts which block the aisle and/or restrict free movement of passengers are prohibited.

**Personal items** brought aboard the bus are limited to what can remain on the passenger's lap or on the floor immediately in front of the passenger.

**Occupying additional seats** with personal items or packages is prohibited.

**No weapons or firearms** are allowed on Jacksonville Transit buses or in Jacksonville Transit facilities.

**Good personal hygiene** is necessary to ensure all aboard Jacksonville Transit have a comfortable ride. Any passenger that fails to demonstrate proper hygiene (soiled clothing, odor, etc.) may be excluded from transportation service.

## Riding:

**No Eating and drinking** on-board Jacksonville Transit buses. Open containers are also prohibited.

**Tobacco products**, to include dip, chew, cigarettes, cigars, e-cigarettes and vaping is not allowed.

Engaging in **indecent, profane, boisterous, unreasonably loud, demeaning, and disrespectful behavior** toward Jacksonville Transit employees or passengers is prohibited.

Behavior that is **disruptive, harassing, or threatening** in nature to Jacksonville Transit passengers or employees is strictly prohibited.

Any behavior that is deemed **disorderly or inappropriate** and inconsistent with the orderly and comfortable use of buses or facilities for their intended purpose is prohibited. (For example: Lying down, feet on seats, sleeping)

**Audio devices** may be used if sound is limited to the individual using the device, such as earphones. Loud phone conversations or music is prohibited.

Engaging in **unauthorized canvassing, begging, selling, soliciting or distributing** any material on-board buses or Jacksonville Transit facilities is prohibited.

**Remain behind the designated line** and do not interfere with the bus operator and the safe operation of the vehicle.

**Vandalism and willful destruction of Jacksonville Transit property will result in law enforcement action.**

**Rides are limited to one complete loop** of the system, including one transfer. Passengers attempting to ride longer will be asked to exit the bus.