



Policy number: MT-003	Date: 4/28/2015
Policy Title: Rider Code of Conduct	Department: Planning Department/Mass Transit

The Mass Transit Division of the Planning Department is responsible for developing and maintaining Rider Code of Conduct Guidelines and Rider Protocol Guidelines which will describe in detail the conduct expected from patrons using the Hernando County Transit System.

The Rider Code of Conduct Guidelines and the Rider Protocol Guidelines will help to ensure the safety, security, comfort and convenience of those who use Transit services.

The rules addressed in the guidelines include, but are not limited to:

- Inappropriate and unacceptable behavior
- Procedures and penalties for violations of conduct rules
- Suspension or termination of ridership privileges
- Personal hygiene
- Rider guidelines and courtesy
- Boarding, de-boarding and riding transit vehicles
- Service animals
- Wheelchair guidelines
- Guidelines for bikes on buses
- Eating or drinking on transit vehicles
- Placement of advertising/flyers on vehicles or transit property

These guidelines will be available to the riders upon request and will be posted on THE Bus website [www.hernandobus.com](http://www.hernandobus.com)