



45 Erick Road, Lancaster, PA 17601-3111 • (717) 397-5613 • Fax (717) 397-4761

Ride with Respect

We want everyone to enjoy riding RRTA and it all starts with Ride with Respect, our new customer code of conduct that calls on riders to treat everyone the way they'd want to be treated.

Our Passenger Code of Conduct

Ride with Respect is about just that: riding with respect. To continue making RRTA a safe, enjoyable experience for everyone on board, we ask that our riders stick to a few simple guidelines. The following are prohibited on RRTA property and vehicles:

- Spitting, littering, indecent exposure, stealing/damaging RRTA property and disorderly conduct.
- Avoid abusive, threatening or obscene language.
- Disturbing or harassing other passengers or the driver.
- Bringing animals (any pets besides service animals). However, small pets in pet carriers are permitted.
- Smoking tobacco — even electronic cigarettes.
- No food or drink permitted on buses.
- Playing music is permitted only if you have earbuds or headphones that prevent your music from bothering others on RRTA. Turn off the speaker function while riding.
- It's illegal to avoid paying RRTA fare, whether by skipping payment or using counterfeit fare.
- It's also illegal to bring explosives, firearms, fuel containers of any kind or other potentially dangerous objects on RRTA property or buses.
- Selling goods or services isn't allowed on RRTA, this includes giving out commercial handbills and flyers to passengers on buses.
- Strollers, umbrellas and carts must be folded while boarding the bus.

Riding RRTA is a privilege. At our discretion, RRTA has the authority to remove riders from its property or buses for any prohibited behavior and possible suspension from service. This includes prosecution to the fullest extent of the law for any harassment or violence towards any RRTA Operator or staff. Being respectful of the people around you and being considerate to RRTA employees doesn't take more than common courtesy. And common courtesy is all we ask from our riders.

