



CITY OF WEST HOLLYWOOD CITYLINE SHUTTLE PASSENGER CODE OF CONDUCT

The City of West Hollywood wants you to have a safe and pleasant trip. The following Code of Conduct exists to ensure the comfort and safety of our passengers and drivers. Any rider violating this code may be prohibited from riding Cityline at the drivers' discretion.

- Disruptive behavior is not tolerated. The City and its transit provider may deny service to any person that is identified as being disruptive or a threat to the driver or other passengers.
- Riders must follow the instructions of the bus driver regarding the vehicle's operation and on matters of safety. Riders must remain behind the yellow line at the front of the bus, and stay seated while the bus is moving.
- Riders will show respect for fellow passengers and for their driver. Harassing other passengers, shouting, throwing objects, and pushing other passengers is strictly prohibited.
- Please occupy only one seat. Riders may not lie down or occupy another seat with bags or parcels.
- An individual whose personal hygiene is so offensive as to create a hazard or nuisance to other riders may be denied access to service. All riders must wear shoes and shirt.
- Eating, drinking and smoking, including e-cigarettes and vaping, are prohibited on the vehicle.
- Cell phone conversations should be kept at a reasonable volume so as not to disturb other riders. Smartphones, tablets, and similar devices should be used with a headset. The volume of any such device shall be kept at a level that is not heard by other riders.
- Pets are not permitted on vehicles; service animals may accompany riders with disabilities. Riders are responsible for keeping service animals off the seats. Service animals must be on a leash and are to remain on the rider's lap or on the floor without blocking the aisle. Service animals may be denied boarding if its owner cannot control the animal or if the animal poses a direct hazard to the health or safety of other riders.

IF YOU ARE BARRED FROM RIDING CITYLINE FOR ANY OF THE REASONS LISTED, YOU HAVE THE RIGHT TO FILE A GRIEVANCE. YOU MAY REQUEST A COPY OF THE GRIEVANCE PROCEDURES FROM THE DRIVER, OR VIEW THEM AT WWW.WEHO.ORG/CITYLINE

