



TRANSIT DIVISION

DIRECT RIDER CODE OF CONDUCT

The safety of our passengers, drivers, and the public is Lake Havasu City Transit's (LHCT) number one priority. This Code of Conduct has been established to maintain a safe, comfortable, and efficient transit system. Failure to comply with these policies may result in a refusal of service.

All passengers must follow the directives of the Transit driver with regard to these policies and their enforcement.

- Passengers are limited to the number of packages they can bring on to the transit vehicles to only what they can safely carry and secure.
- Large or heavy items will not be allowed
- Transit drivers cannot assist with loading and unloading of customers packages
- Be prepared to adhere to the pickup time and location.
- Smoking, drinking, vaping, or eating onboard is not permitted.
- Possession or consumption of illegal drugs or alcohol is not permitted.
- Possession of any weapon is not permitted.
- Flammable materials such as fireworks or propane tanks are not allowed.
- Oxygen in a portable oxygen concentrator is the exception.
- Service animals must remain under the control of the passenger at all times and must refrain from aggressive behavior while riding.
- Strollers, wheeled carts, and foldable powered and non-powered non-ADA personal mobility devices must be folded before boarding, switched off if powered, and must be stowed safely away from the aisles and safety exits. These items cannot interfere with customer movement and cannot block wheelchair access.
- Disruptive conduct of any nature by passengers may result in the disruptive passenger's removal.
- Conversations between passengers and on cell phones must be kept at a reasonable volume so as to not disturb others.
- Threatening, vulgar or abusive language while onboard is not permitted.