

CODE OF CONDUCT

THE RAPID



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YOU MUST FOLLOW INSTRUCTIONS
FROM RAPID STAFF, SECURITY,
POLICE, AND POSTED SIGNS.

**IF YOU DO NOT FOLLOW THE
CODE OF CONDUCT, YOU
MAY LOSE RIDING PRIVILEGES.**

YOU COULD ALSO RECEIVE A FINE
OR FACE LEGAL ACTION.

BEHAVIOR EXPECTATIONS

UNSAFE BEHAVIOR IS NOT ALLOWED ON THE RAPID ITP PROPERTY.

THESE RULES APPLY TO ALL AREAS, INCLUDING:

- Bus stops and shelters
- Rapid Central Station
- Kentwood Station
- Buses and paratransit vehicles
- Office, maintenance, and other facilities run by The Rapid ITP

USING RAPID PROPERTY

This property is for Rapid ITP customers and visitors. People may only enter or stay here if they have business with Rapid ITP.

WHILE ON THE BUS AND RAPID PROPERTY DO NOT:

- Hurt or threaten the bus operator.
- Fight, play rough, or act in a wild or disruptive way.
- Harass, beg from, or bother other customers.
- Use loud, rude, or threatening words or gestures.
- Run, throw things, litter, or damage property.
- Distract the driver or interfere with other customers.
- Smoke or vape.



CAMERAS AND RECORDING

You may be under audio
or video surveillance.

**This includes at stations,
shelters, stops, and on buses.**



ITEMS YOU CANNOT BRING

- Weapons, unless allowed by law.
- Illegal drugs or alcohol (unopened alcohol is allowed if you are carrying it).
- Open food or drinks on the bus.
- Dangerous, flammable, or explosive items, such as gasoline, propane, acids, or large batteries.



PAYING AND BOARDING

- Have your money or card ready to make boarding faster.
- Use the front door unless a staff member tells you to use another door.
- Pay the correct fare as you get on the bus.
- If you use a reduced fare, you must show your ID, family pass, or school ID when asked.
- Do not sell, trade, or use fake or stolen bus fare.



ANIMALS

Only service animals or pets in
secure carriers are allowed.



ACTIVITIES THAT ARE NOT ALLOWED

- Touching or messing with bus equipment.
- Posting signs or ads without permission.
- Selling items, doing business, or collecting signatures without permission.
- Going into closed or staff-only areas.
- Lying down on floors, sidewalks, seats, benches, or in waiting areas.



SAFETY AND COURTESY

- Wearing shirts, pants, or shorts, and shoes is required.
- Only take one seat.
- Stay behind the yellow line near the bus operator.
- Bikes, scooters, skateboards, and hoverboards must be dismantled and carried onto the bus.
- Keep aisles, doors, and exits clear.
- Customers may bring only the items they can carry in one trip. All items must be kept on your lap or on the floor and out of the aisle.
- Fold strollers, walkers, or carts and keep them out of the aisle.
- Use headphones when watching videos, playing games, or talking on the phone.
- You must use restrooms for all bathroom needs.