



The Albany Transit System (ATS) uses the Customer Code of Conduct (Code) to ensure that customers and employees have safe, comfortable access to transit facilities and services. Safety is Priority 1.

<p style="text-align: center;">Animals</p> <p>Service animals must be accompanied by a disabled person or service animal trainer.¹ Small pets confined to rigid pet carriers with locks or latches are allowed.¹</p> <p style="text-align: center;">Commercial Activity/Solicitation</p> <p>Solicitation or Selling goods or services without the express permission of ATS is prohibited.² Distributing handbills and fliers of a commercial nature without the express permission of ATS is prohibited.³</p> <p style="text-align: center;">Conduct/Civility</p> <p>No spitting, defecating, or urinating.⁴ No littering.⁵ No commercial or large-size carts and dollies unless collapsed. Small strollers or carts must be securely held and not block passageways.⁶</p>	<p style="text-align: center;">Conduct/Civility</p> <p>Passengers with a baby stroller must collapse the stroller before boarding the bus. Additionally, the passenger must make sure that the stroller does not block the bus aisle or in any way interfere with the safety and comfort of other passengers. No roller-skating, roller-blading, or skateboarding on buses or in transit stations.⁷ No indecent exposure.⁸ Stealing or willfully damaging ATS property is prohibited.⁹ Any other behavior that hinders the comfortable use of transit facilities is prohibited.¹⁰</p> <p style="text-align: center;">Fares</p> <p>Refusal to pay a fare or show specific fare media to ATS employees.¹¹ Misuse of fare media¹² or distribution of counterfeit or stolen media¹³.</p>	<p style="text-align: center;">Food, Drink, Alcohol, & Drugs</p> <p>Open food containers are prohibited. Customers may use resalable drink containers.¹⁴ Customers may also provide food or drink to children under age five. Drinking alcoholic beverages and open alcoholic beverage containers are prohibited.¹⁵ Using tobacco or electronic cigarettes or vaporizers is prohibited.¹⁶</p> <p style="text-align: center;">Noise</p> <p>Music devices, such as iPods and mobile phones, must not be audible to other passengers.¹⁷ Behavior that hinders other passengers from using ATS facilities or services is prohibited. This may include unreasonably loud, indecent, or drunken behavior.¹⁸</p>
<p style="text-align: center;">Safety</p> <p>Customers may not remain aboard ATS vehicles if instructed to exit by an authorized person. This includes after the vehicle has finished its route or has entered an area closed to the public.¹⁹ Customers may not pass through emergency doors in ATS vehicles unless there is an emergency.²⁰</p>	<p style="text-align: center;">Safety</p> <p>Customers may not enter the operator's cab or driver's seat of any ATS vehicle unless there is an emergency.²¹ Assault or threat of assault is prohibited.²² Customers must not hinder the operation of an ATS vehicle.²³ Customers may not enter any public transit bus through the rear exit door unless directed by the operator or other authorized ATS personnel.²⁴</p>	<p style="text-align: center;">Safety</p> <p>Customers must stand behind the yellow standee line at the front of the bus near the driver's seat.²⁵ Fighting is prohibited.²⁶ Disruptive, harassing, or threatening behavior is prohibited. This includes following or stalking passengers or employees.²⁷ Customers must not avoid or hinder working security measures, such as camera systems.²⁸</p>
<p style="text-align: center;">Weapons</p> <p>Customers may not bring firearms unless they have a valid license to carry weapons. Firearms prohibited by federal law are not allowed in transit facilities or vehicles.²⁹ Customers may not carry or possess dangerous items. This may include knives larger than five inches, flammable liquids, toxic substances, or sharp objects.³⁰ Using matches or lighters is prohibited.³¹</p>	<p>1 O.C.G.A. § 16-12-120(a)(6)(A), O.C.G.A. § 16-12-120(a)(6)(B) 2 O.C.G.A. § 16-12-120(a.1)(1) 3 O.C.G.A. § 16-12-120(a.1)(2) 4 O.C.G.A. § 16-12-120(a)(1) 5 O.C.G.A. § 16-12-120(a)(2) 6 O.C.G.A. § 16-12-120(a)(7) 7 O.C.G.A. § 16-11-39 8 O.C.G.A. § 16-6-8 9 O.C.G.A. § 16-8-1 through O.C.G.A. § 16-8-7 10 O.C.G.A. § 16-12-120(a)(7), O.C.G.A. § 16-11-39 11 O.C.G.A. § 16-12-120.1(4) 12 O.C.G.A. § 16-12-120.1 13 O.C.G.A. § 16-8-5.2, O.C.G.A. § 16-12-120.1 14 O.C.G.A. § 16-12-120(a)(4) 15 O.C.G.A. § 16-12-120(a)(4) 16 O.C.G.A. § 16-12-120(a)(3)</p>	<p>17 O.C.G.A. § 16-12-120(a)(5) 18 O.C.G.A. § 16-12-120(a)(7), O.C.G.A. § 16-11-39 19 O.C.G.A. § 16-12-120(a)(7), O.C.G.A. § 16-11-39 20 O.C.G.A. § 16-12-120(a)(10) 21 O.C.G.A. § 16-12-120(a)(11) 22 O.C.G.A. § 16-5-20, O.C.G.A. § 16-5-21 23 O.C.G.A. § 16-12-120(a)(7) 24 O.C.G.A. § 16-12-120(a)(8) 25 O.C.G.A. § 16-12-120(a)(7) 26 O.C.G.A. § 16-5-20, O.C.G.A. § 16-5-21, O.C.G.A. § 16-5-23, O.C.G.A. § 16-5-23.1 O.C.G.A. § 16-11-32 27 O.C.G.A. § 16-12-120(a)(7), O.C.G.A. § 16-11-39; O.C.G.A. § 16-5-90 28 O.C.G.A. § 16-12-125(a) 29 O.C.G.A. § 16-12-127(a) 30 O.C.G.A. § 16-12-120(a)(6), O.C.G.A. § 16-12-127(a) 31 O.C.G.A. § 16-12-120(a)(6), O.C.G.A. § 16-12-127(a)</p>

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ATS complies with all federal regulations and does not discriminate on the basis of race, color or national origin, in its programs, benefits, services or activities.



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PENALTIES

Failure to follow the Code may result in immediate exclusion from ATS property, suspension from the use of transit property and services, and loss of unused fare media that expires during suspension.

Those who feel that they have been unfairly cited for Code violations can contest their suspension with the ATS Director.

Violation	Length of Suspension
Misdemeanor or other violation; no violence, injury, or property damage	Up to 1 Month
Vandalism, trespass (not including the violation of a current exclusion or suspension notice), fraud, or dumping chemicals, hazardous waste, or toxic materials	Up to 3 Months
Crime against a person or involving a weapon	Up to 1 Year (or permanent exclusion, depending on severity)
Violation of an active suspension notice	Up to 1 Month

Suspended persons have the right to appeal the exclusion / suspension. The appeal must be submitted in writing to the ATS Director, 712 Flint Avenue, Albany, GA 31701.