



Passenger Code of Conduct

CATS is committed to providing safe, reliable, and respectable transportation for the Baton Rouge community. To protect the safety and comfort of all passengers and operators, the following Code of Conduct applies to all CATS buses, terminals, and property.

1. Respect Fares & Boarding

- Have your fare, pass, or ID ready before boarding.
- Fare evasion may lead to fines, warnings, or service suspension.
- Allow passengers to exit before boarding.
- Priority boarding is extended to seniors and persons with disabilities.

2. Respect Others

- Be courteous. No yelling, bullying, harassment, or threats.
- Offensive gestures, hate speech, or discriminatory behavior is strictly prohibited.
- Use headphones and keep volume low. Limit cell phone use.
- Zero Tolerance for Harassment of Workers: Such as any verbal abuse, threats, or any form of intimidation toward a CATS employee or Union representative will result in immediate enforcement actions and potential suspension/ban from service.

3. Priority Seating & Accessibility

- Front seats are reserved for elderly passengers, pregnant riders, and individuals with disabilities.
- Make space for riders using mobility aids or service animals.

4. Keep Aisles Clear

- Store backpacks and bags under your seat or on your lap.
- Fold strollers, carts, or e-scooters and stow them in designated spaces.

5. No Smoking, Vaping, or Open Food

- No smoking, vaping, or open containers allowed.
- Only sealed water bottles are permitted.
- Avoid bringing foods with strong odors onboard.

6. Cleanliness & Personal Hygiene

- Dispose of trash properly.
- Maintain personal hygiene in a way that does not offend or disturb others.

7. Dress Code

- Shirts, bottoms, and footwear are required at all times.
- Clothing with offensive, obscene, or violent content is not allowed.

8. Prohibited Behavior & Items

- No weapons, firearms, or sharp objects per Louisiana law.
- No illegal drugs, alcohol, or hazardous materials.
- No vandalism, graffiti, panhandling, or solicitation.
- No loitering or disruptive behavior at bus stops or terminals.
- No sexual activity, indecent exposure, or lewd behavior.

9. Animals

- Only trained service animals are allowed **but** non-service animals must be in carriers and may not occupy seats or block space.

10. Operator Authority

- Follow instructions from operators and safety personnel.
- Do not distract the driver while the vehicle is in motion.
- Failure to comply may result in removal or suspension.

11. Criminal Penalty for Assault on Operators

In accordance with **Louisiana Revised Statute RS 14:34.5.1**, any person who commits battery or assault on a bus operator shall face heightened criminal penalties, including potential felony charges, fines, and imprisonment.

12. Surveillance

All CATS buses and facilities are equipped with video surveillance. Violations may be recorded and used as evidence in investigations or prosecutions.

Violation Enforcement Levels

Level 1 – **Minor** (e.g., littering, loud music): Warning or up to 30-day suspension

Level 2 – **Repeated or moderate violations**: Up to 90-day suspension

Level 3 – **Severe** (e.g., threats, vandalism): Up to 1-year suspension

Level 4 – **Extreme** (e.g., assault, weapons): Indefinite or permanent ban; police referral

If You Witness a Problem

- Alert the operator immediately if safe to do so.
- In case of emergency or threat, call 911 and report the bus number and location.

Certain behaviors may lead to police intervention.