



Customer Code of Conduct for Via Paratransit

At Via Mobility Services, our rides provide a valuable service to community members. To ensure the safety and well-being of all, compliance with the following guidelines is essential. Failure to comply may result in a suspension of ride privileges.

Respect for others:

- Physical violence, profanity, intimidation, or any form of harassing behavior is strictly prohibited.
- Please maintain proper hygiene to ensure a comfortable environment for all.
- Unlawful behavior or attempts are not tolerated.
- Use audio or video devices with headphones to minimize disruptions to others.
- Well-behaved pets and service animals are allowed. They must be on a leash or in a carrier and always under the rider's control.

Safety Guidelines:

- Direct threats to the health and safety of others are strictly prohibited.
- Weapons are prohibited at all times.
- The consumption or use of alcohol, tobacco (including vaping), and drugs is not allowed.
- Shirts and shoes are required on all vehicles.
- Non-alcoholic beverages must be in a closed container to avoid spills.
- Food is not allowed on the bus unless medically necessary. Please ensure it does not disrupt others and that the environment is kept clean.
- For your safety, seatbelts are recommended and may be required in certain divisions.
- All items must be securely placed on or next to passengers and must not obstruct aisles or emergency exits.
- Depending on the service provided, there may be limitations on the number of items allowed or the level of assistance our drivers can offer.

