

# CUSTOMER CODE OF CONDUCT SUMMARY

## Fare Requirements

- Pay proper fare or use valid pass when boarding
- Show identification for discounted fares when requested
- Cooperate with CARTA employees and law enforcement

## Safe Boarding & Riding

- Use handrails when moving to your seat
- Remove children from strollers before boarding and fold strollers
- Remain seated until the bus comes to a complete stop
- Keep belongings inside the vehicle at all times
- Don't distract the driver or interfere with vehicle operation

## Strictly Forbidden

- Smoking, vaping, or tobacco use (except in designated areas)
- Consuming alcohol or food on vehicles
- Weapons, explosives, or dangerous substances
- Panhandling or unauthorized business sales
- Loitering without valid transportation purpose

## Unacceptable Behavior

- Profane language, threats, or intimidation
- Disorderly conduct, loud music, or disruptive behavior
- Inappropriate touching or sexual comments
- Sleeping or camping on CARTA property
- Bringing animals (except service animals in approved carriers)

## Violations May Result In:

- Removal from CARTA property
- Suspension of riding privileges
- Forfeiture of paid fares
- Law enforcement involvement
- Permanent exclusion for severe or repeated violations



## APPEALS PROCESS

- Submit written appeal within 10 business days
- Send to Chief Operating Officer at:  
1617 Wilcox Blvd., Chattanooga, TN 37406
- Include specific reasons for appeal
- CARTA's decision is final

### Contact Information

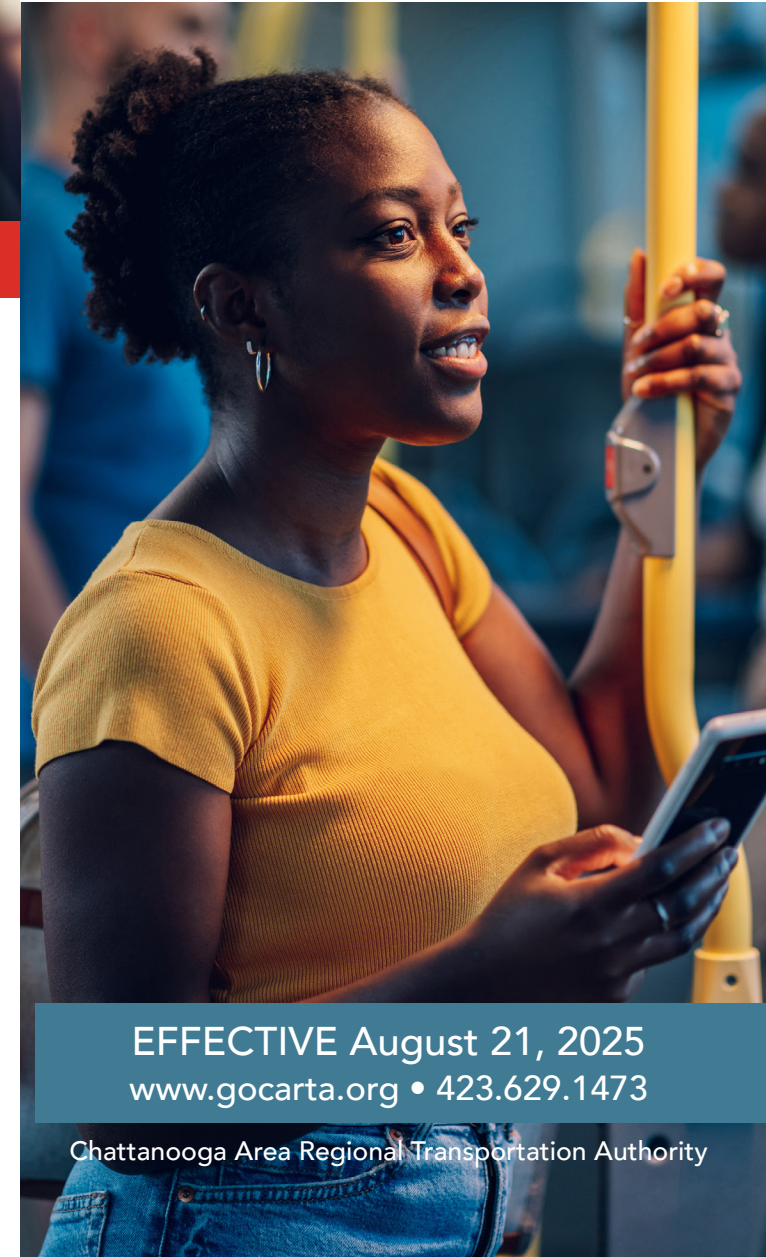
Report Issues: 423-629-1473  
1617 Wilcox Blvd., Chattanooga, TN 37406

When reporting, please provide: bus route,  
time, bus number, and operator badge number

Remember: By using CARTA services, you  
agree to follow this Code of Conduct. Help us  
maintain a safe, respectful environment for all  
passengers.



## CUSTOMER CODE OF CONDUCT



EFFECTIVE August 21, 2025  
[www.gocarta.org](http://www.gocarta.org) • 423.629.1473

Chattanooga Area Regional Transportation Authority



# CUSTOMER CODE OF CONDUCT

The CARTA Customer Code of Conduct was approved by the CARTA Board on August 21, 2025.

Last Updated: August 21, 2025

The Chattanooga Area Regional Transportation Authority ("CARTA" or "We") is committed to the safety of its patrons and its employees.

In response to the January 16, 2025, published results from FTA General Directive 24-1: regarding assault on transit workers and the identified risk; CARTA has redoubled its effort to mitigate harm by introducing the following policy.

Every passenger on a CARTA vehicle or engaging in CARTA services (each, a "Patron" or "you") is held to this code of conduct (this "Code"), whether on a transit vehicle, at a transit stop, at any bus stop, or any other property or facility under the control of CARTA (collectively, "CARTA Property").

All Patrons must abide by the terms of this Code. By riding on a CARTA vehicle, engaging in CARTA services, or otherwise being on CARTA Property, Patrons agree to be bound by the terms of this Code. Patrons who do not behave in accordance with the terms of this Code whilst on CARTA Property may be suspended or banished from using CARTA services or CARTA Property.

## RESPONSIBILITIES OF ALL PATRONS

Any Patron violating federal, state, or local law on any CARTA Property may be prosecuted, suspended from CARTA Property, and/or suspended from using any CARTA services. All Patrons are required to cooperate with any CARTA employee, official, security officer, and with law enforcement.

**Fares:** Every Patron in a CARTA vehicle is required to pay the proper fare or use a valid pass. For discounted fares/ passes, Patrons may be required to show identification.

**No Panhandling:** It is expressly prohibited for any person to engage in an act of panhandling when either the panhandler or the person being solicited is located in, on, or at any CARTA Property. Any violation of the foregoing may result in suspension from CARTA Property and CARTA services.

**Boarding and Exiting Procedures:** Upon boarding the CARTA vehicle, please use handrails when walking to and from your seat and be seated as soon as possible. Please remove children from strollers before boarding, and make sure that the stroller is folded and out of the aisle. Once you have requested a stop, remain seated until the CARTA vehicle comes to a complete stop. After exiting, please refrain from crossing the street in front of the CARTA vehicle.

### Safe Riding Practices:

- Familiarize yourself with emergency safety and evacuation procedures and always know the location of the nearest fire extinguisher.
- Do not distract from the vehicle operator's ability to drive safely, and do not interfere in any way with the operation of any CARTA vehicle.
- Do not stand in front of the "standee line" before the CARTA vehicle stops.
- Do not climb or hang on bars or handrails.
- Keep all body parts, objects, and belongings inside the vehicle while the CARTA vehicle is in motion.

- Keep track of your personal belongings. Discarding or leaving packages on CARTA vehicles or on CARTA Property is prohibited. Unattended items may be confiscated and destroyed.

**Notice:** It is not the role of the CARTA vehicle operator or any CARTA staff to respond to medical or confrontational situations. CARTA vehicle operators may call a supervisor or emergency responder for appropriate attention to the issue. The role of the CARTA vehicle operator is to safely operate the bus. Please take the time to report anything unusual or unsafe to the vehicle operator.

**Customer Communication:** Any customer comments can be made by calling CARTA at 423-629-1411 or by writing CARTA at 1617 Wilcox Blvd., Chattanooga, TN 37406. When calling in a complaint, it is helpful to know the bus route, time of day, bus number and vehicle operator's badge number.

## PROHIBITED CONDUCT

The following are unacceptable behaviors and conduct that will not be tolerated on CARTA Property. The examples are not all-inclusive. Vehicle operators and CARTA staff may use their discretion to determine if any Patron is engaging in unacceptable behavior. Anyone engaging in criminal activity or other unacceptable behavior may be removed from CARTA Property and subject to suspension as provided by this Code.

- Loitering on any CARTA Property is prohibited. All persons on CARTA Property shall have a ticket in their possession or means of payment and board the next available bus on their route.
- Smoking or the use of any electronic smokeless device or the use of any chewing tobacco products are not allowed in any CARTA Property except in certain designated areas.
- The consumption of alcoholic beverages or having an open container is prohibited on CARTA Property. Non-alcoholic beverages in covered spill-proof containers are permitted.
- The consumption of food by Patrons whilst on CARTA vehicles is prohibited unless medically necessary.
- Patrons may not possess any weapon, flammable liquid, explosive material, or other dangerous substance on CARTA Property.
- No soliciting or private business sales of any type may take place at any CARTA Property, including, but not limited to, the display or set up of any food, clothing, or other sales without the express written consent of CARTA.
- Bicycles and other personal property are not to be locked or stored on CARTA Property overnight.
- Patrons shall not interfere in any way with the operation of any CARTA vehicle or CARTA Property or interfere with an operator's ability to drive safely.
- Animals are not allowed in any CARTA vehicle or CARTA Property unless they are in an approved animal transfer cage (except for service animals).
- Disorderly conduct will not be tolerated. This includes, but is not limited to: use of profane or offensive language including any threats or verbal or physical intimidation; bullying; touching or making inappropriate comments of a sexual nature; loud music, chanting or singing; racial slurs or displaying racist or gang-related behaviors; activities that may provoke violence; pushing others or "breaking the line" to gain access to a CARTA vehicle; or treating passengers or the vehicle operator without courtesy. Individuals must wear shirt and shoes; sagging pants which expose underwear is prohibited.
- Sleeping, camping, or storing personal property on benches, floors or grounds of any CARTA Property is prohibited.

## PATRONS OBSERVING SUSPICIOUS OR PROHIBITED ACTIVITY CALL 423-629-1473.

## PHOTO AND VIDEO POLICY

The public may use hand-held cameras for personal use in public areas of transit facilities, so long as such use does not interfere with the operation of CARTA vehicles or safety of CARTA Property. All Patrons are prohibited from accessing restricted areas, using tripods or other obtrusive equipment, laying cords or cables in walkways, using a flash bulb that is blinding to patrons or CARTA employees, and creating congestion during an emergency evacuation. Camera use must be in accordance with all other aspects of this Code and CARTA policies.

The news media is afforded the same rights and restrictions as members of the general public. However, CARTA strongly recommends that members of the news media present valid press credentials when they film on CARTA Property and strongly encourages the news media to contact CARTA Communications in advance to facilitate and ensure appropriate access.

Commercial photography is allowed only with express written permission of CARTA.

## DISCIPLINE PROCEDURE

Any violation of this Code may result in riding privileges and the use of any CARTA Property being suspended. When suspended, the offending Patron is prohibited from riding any CARTA vehicle or be on the premises of any CARTA Property for a period of time designed by CARTA in CARTA's sole discretion. Any time a Patron is suspended or removed from CARTA Property, any bus fare or fee (including any pre-paid fare or fee) is forfeited. If the offending Patron attempts to ride another CARTA transit vehicle or enters any CARTA Property during the suspension period, it will be considered trespassing, and CARTA security or law enforcement may be called to address the situation. CARTA reserves the right to permanently exclude offending Patrons from any CARTA Property due to the nature and severity of any violation or because of repeated violations, as determined in CARTA's sole discretion.

If a minor is removed from CARTA Property for a violation of this Code, a law enforcement representative may be called for law enforcement intervention. If a minor or student is riding a CARTA vehicle, CARTA reserves the right to assign a seat near the front of the bus, to contact parents, school principal, or other official, if necessary.

If a Patron violates this Code, transit or security personnel will complete an incident report with a written request for suspension and forward all documentation to the appropriate CARTA Chief Safety Officer or designee ("Chief Safety Officer"). If the Chief Safety Officer approves the suspension, the Chief Safety Officer will determine the appropriate response in their sole discretion and, where warranted, sign a letter of suspension.

**Appeal:** Any suspended individual, or that person's representative, may appeal the suspension. Appeals must be in writing and submitted to the Chief Safety Officer at 1617 Wilcox Blvd., Chattanooga, TN 37406, Attn: Chief Safety Officer, within ten (10) business days after the suspension. A letter requesting an appeal must state with specificity the reasons for the appeal. As a general matter, CARTA will not accept late appeals; however, CARTA may, at its sole discretion, elect to hear a late appeal when the lateness has resulted from extenuating circumstances. The suspension stays in effect pending any appeal.

CARTA will review the letter of appeal and the corresponding file on the suspended individual to make a determination as to whether the suspension will be upheld, terminated, or modified. CARTA will communicate its decision within a reasonable time of receipt of the letter requesting the appeal. The decision of CARTA is final.