



Passenger Code of Conduct

The Rochester Public Transit Code of Conduct outlines expectations for customers, aimed at ensuring a positive experience for all.

This Code of Conduct applies to all users of ZIPS services and facilities. While some guidelines are common sense, others are mandated by state law, as detailed in Minnesota Statute 609.855, which addresses transit-related offenses.

Pay the correct fare. Refusal to pay the appropriate fare may result in penalties. Please ensure you have your fare ready when boarding the vehicle.

No distracting or disorderly behavior. Interfering with the safe operation of a transit vehicle poses risks to everyone on board. Do not distract the driver while the vehicle is in motion and refrain from engaging in disorderly, threatening, or violent conduct. Such behavior may result in penalties or intervention by law enforcement.

Keep the vehicle safe. Do not bring dangerous substances or toxic materials on the vehicles. Oxygen tanks are permitted for individuals who require supplemental oxygen.

Be on time. Transit vehicles operate on a schedule and cannot wait for late passengers to arrive. Please arrive early and be visible for your scheduled departure window.

Respect fellow passengers and their space. Your bag belongs in your lap, not taking up the seat next to you. Only bring the number of items that you can safely carry in one trip and fit on your lap when seated.

Use headphones and respect others' privacy. Please use headphones when listening to music and/or electronic devices to maintain a quiet environment for all passengers.

No eating, alcohol, or drinks in uncovered containers. To maintain cleanliness and hygiene, eating and drinking are not allowed on ZIPS vehicles unless in covered containers. Alcohol is not permitted.

Use your inside voice. Be mindful of your volume, language, and call duration when talking on the phone.

Use respectful language. Profanity and derogatory language not attributed to a disability are prohibited on ZIPS vehicles and at RPT facilities. Any instances of such behavior will be documented and may lead to penalties.

Help keep the vehicle clean. Respect the space for those who will ride after you by not damaging or littering the vehicle. Respect the space for those who will ride after you by not damaging or littering the vehicle.

No soliciting or selling. Conducting business or circulating petitions with passengers is prohibited on buses or at stops.

No smoking or chewing. No smoking is allowed on board ZIPS vehicles. This includes smoking and/or chewing tobacco, marijuana use, and electronic cigarettes or vaporizers.

Wear appropriate clothing. All passengers must wear a shirt, shoes, legwear/bottom garments when riding ZIPS vehicles.