



# Customer Code of Conduct



**Policy,  
Definitions,  
and Conditions  
required in order  
to ride the  
Antelope Valley  
Transit Authority**

# ANTELOPE VALLEY TRANSIT AUTHORITY

# Customer Code of Conduct

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## SECTION 1: POLICY DESCRIPTION, PURPOSE, & VALUES

### Policy Description

The Antelope Valley Transit Authority (AVTA) provides local, commuter, and dial-a-ride service to a population of over 450,000 residents in the cities of Lancaster, Palmdale, and unincorporated portions of northern Los Angeles County. Safety is the guiding principle by which AVTA operates. A successful partnership between AVTA and the public depends upon AVTA employees and the traveling public behaving in a mutually respectful and courteous manner. The following Customer Code of Conduct is designed to inform patrons of the rules and guidelines for riding the bus.

### Purpose

This guidebook is entitled the AVTA Customer Code of Conduct. Compliance with this guidebook is a condition of use by any individual of an AVTA vehicle or facility. A person who violates the Code may be ejected by order of an authorized AVTA representative and/or the Los Angeles County Sheriff's Department and is subject to the imposition of any and all remedies, fines, criminal sanctions, damages, and penalties available by law.

### Values

Patrons shall use the AVTA public transportation system in a responsible manner to preserve and protect the aesthetics, and promote the longevity, of this essential public resource for greater mobility in the Antelope Valley and Los Angeles County.

Patrons shall treat other patrons and AVTA representatives with consideration, patience, respect, and civility to allow use, operation, and enjoyment of the AVTA system in a safe and gratifying manner for all persons.



## SECTION 2: DEFINITIONS

These terms, whenever used in this document, will be construed as defined in this section:

- A. "Abuse" and "harassment"** mean any extreme physical or verbal mistreatment, including hitting, kicking, gestures, yelling, spitting, threats, intimidation, assaults, slurs, cursing and sexual harassment including unwanted touching, comments, or gestures, of a sexual nature or based upon the gender, sexual orientation, gender expression or gender identity of the target of the behavior.
- B. "Attendant", "Personal Care Attendant" or "PCA"** means an individual designated or employed, by a person with disabilities, to aid in meeting his/her personal needs who has his/her own ID card marked "Attendant" or accompanies a disabled passenger with a green ACCESS (ASI) TAP card marked PCA.
- C. "AVTA"** means the Antelope Valley Transit Authority and its contractors and their sub-contractors.
- D. "AVTA representative"** means an AVTA operator, or other authorized AVTA employee, board member, road supervisor, or contractor.
- E. "AVTA facility"** means all property and equipment, including power, fuel, communication systems, inductive chargers, cameras, signs, loudspeakers, fare boxes or registers, bus stops, benches, waiting areas, signs, art work, depots, repair and maintenance shops, yards, offices, parking areas, and other real estate or personal property owned or leased by AVTA, used for any AVTA activity, or authorized to be on AVTA property.
- F. "AVTA vehicle"** means an AVTA bus, car, or other vehicle owned, operated, or used by AVTA or its contract service providers transporting AVTA representatives or patrons.
- G. "Commercial activity"** means any for-profit activity including selling goods, food, services, or distributing commercial materials.
- H. "Fare"** means the monetary charges established by AVTA for AVTA access to transit services.
- I. "Fare media"** means the methods by which fares are paid, issued by or on behalf of AVTA for the payment of fares, including, passes, cards, transfers, tickets, and vouchers.
- J. "Graffiti"** means any unauthorized inscription, word, figure, mark, or design



written, marked, etched, scratched, drawn, painted, or affixed on AVTA facilities or vehicles.

**K. "Loitering"** means lingering in, on or about AVTA facilities, vehicles or property without a lawful purpose with the intent to commit a crime.

**L. "Mobility Aid Device"** means an assistive device other than a wheelchair used by and primarily intended to assist persons with disabilities with locomotion.

**M. "Non-public areas"** mean bus operators' seats, closed-off areas, mechanical or equipment rooms, AVTA employee only areas, storage areas, interior rooms, or bus yards, garages, depots, areas marked as restricted or dangerous, and underground areas.

**N. "Patron", "Passenger" or "Customer"** means any person in or on, using or attempting to access, an AVTA facility or vehicle, including without limitation paying riders.

**O. "Person"** includes an individual, firm, partnership, corporation, association, or company.

**P. "Rules" or "Code"** means AVTA's Customer Code of Conduct as amended from time to time.

**Q. "Sound device"** means an electronic device, cellular phone, radio, receiver, communication device, phonograph, television, musical instrument, tape recorder, cassette player, CD player, MP3 player, DVD player, game, speaker system, audio system, sound amplifier, or other device that plays music or emits noise. A sound device does not include assistive hearing devices for persons who have impaired hearing.

**R. "Weapon or instrument intended for use as a weapon"** includes but is not limited to firearms, switchblade knives, axes, gravity knives, box cutters, straight razors, unpackaged razor blades, swords, nunchucks, explosives, dangerous chemicals or devices, radioactive materials, and highly combustible materials such as gas cans and batteries.

**S. "Wheelchair"** as defined by Section 37.3 of the Department of Transportation (DOT) regulations implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38) is a mobility aid belonging to any class of three - or more -wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.



## SECTION 3: CONDUCT

### 3.1 BOARDING, SEATING, AND EXITING

#### 3.1.1 *Required Acts:*

These acts are required of all Patrons in AVTA facilities and vehicles:

- A. Refrain from stepping in front of or putting arms, legs, or objects in the path of an AVTA vehicle.
- B. Maintain control of children in or on AVTA vehicles or facilities, including when an AVTA vehicle is approaching.
- C. Refrain from waving in the path of or touching an AVTA vehicle when moving or departing from the curb area.
- D. Yield priority, reserved, wheelchair, or similarly designated seating to seniors, older adults, and individuals with disabilities. The mobility device priority seating area is reserved for passengers using a mobility device. Passengers seated in the mobility device priority seating area would be required to move to another seat if a passenger using a mobility device boards and the seat is needed. Seats not identified as reserved for disabled and senior passengers are available on a first come, first served basis. Patrons may not

save seats for other passengers boarding the bus at a later stop. All personal items must be stored under the Patron's seat or in designated areas; no items may be left on a vacant seat. A Personal Care Attendant (PCA) must travel with a Patron who displays an Access Services TAP card with a PCA eligible designation when using the AVTA bus system, including boarding and exiting at the same location and traveling in the same bus.

#### 3.1.2 *AVTA Procedures:*

- A. For the safety of patrons, AVTA, and other roadway users, AVTA will only pick up and drop off at designated AVTA Stops / Facilities. There are no flag down areas for pick up and there are no courtesy stops for drop off.
- B. When a bus is full to capacity, ambulatory, disabled, and non-disabled persons waiting at an AVTA bus stop will be informed of the time of the next bus and will have to wait until it arrives.
- C. AVTA does not sell transfers on local transit routes. A TAP card with a valid pass or fare media must be tapped on every bus taken.
- D. AVTA will make every reasonable effort to assure that patrons transported on the commuter service will be transported back



to the Antelope Valley (Palmdale Transportation Center/Sgt. Steve Owen Memorial Park), if the passenger has complied with AVTA schedules and rules.

To assure pick-up, patrons must be at one of the AVTA bus stops in these locations: Downtown Los Angeles, Century City, or the San Fernando Valley. If the passenger is denied service on an AVTA bus because the bus is full and no seats are available, the passenger will be asked to take the next bus. Passengers seated in the "wheelchair" securement area will have to move to another seat if a wheelchair passenger boards. If the last bus of the day is full and a passenger is left, the operator will contact AVTA dispatch and request a vehicle to pick up the passenger.

If a passenger misses the bus because he/she was not at the designated stop at the scheduled times, AVTA has no obligation to provide any service. AVTA cannot and does not guarantee transportation in the event of inclement weather, natural disasters, or civil unrest.

**3.2 CIVILITY, COMPLIANCE, AND DISORDERLY CONDUCT**

These acts are prohibited in, on, or near AVTA facilities and vehicles:

A. Abuse and harassment of AVTA representatives or patrons are prohibited in

AVTA facilities and vehicles.

B. All persons must comply with all lawful orders and directives given by an authorized AVTA representative relative to AVTA facilities or vehicles consistent with the Code, including any instruction to leave an AVTA vehicle or facility for safety reasons or a violation of the Code.

C. No person may falsely represent himself or herself to be an AVTA representative through words, actions, clothes, insignia, badges, or equipment.

D. All persons must wear a shirt, pants, dress or skirt, and shoes, while in an AVTA facility or vehicle. Infants being held or in strollers and persons in wheelchairs do not need to wear shoes.



E. Patrons unable to care for themselves, who exhibit no ability to comply with AVTA's Code, or who pose a safety risk to AVTA Representatives or other passengers, must be accompanied by a responsible individual who can care for the patron and maintain compliance with all applicable rules and the code while in an AVTA facility or vehicle.

- F. Expectorating (spitting).
- G. Carrying any explosive, acid, flammable liquid, toxic or hazardous material.
- H. Urinating or defecating, except in a lavatory.
- I. Throwing an object from an AVTA vehicle or at a patron, AVTA representative, or an AVTA facility or vehicle.
- J. Gambling.
- K. Hanging from, swinging from, or attaching anything to hand rails. This does not apply to holding a hand rail to stabilize one's body during transit.
- L. Inciting violence or posing a clear and present danger to other persons, including making verbal or visual gang affiliation or provocation signs.
- M. Engaging in or soliciting another person to engage in lewd conduct.
- N. Engaging in or soliciting another person to engage in prostitution.
- O. Placing feet or shoes on seats or furnishings.
- P. Defacing with graffiti, vandalizing, damaging, destroying, or tampering with

AVTA facilities or vehicles.

- Q. Littering or dumping.

**3.3 BLOCKING**

The following acts are prohibited in all AVTA facilities and vehicles:

- A. Willfully blocking or impeding the free movement of another person.
- B. Blocking an aisle, door, or stairs with one's body or an object, in a way that poses a danger, unreasonably impedes a patron's movement, or displaces a person.
- C. Operating, stopping, or parking a vehicle in a location reserved for transit vehicles.
- D. Obstructing or impeding the passage of an AVTA vehicle or interfering with the operation or use of transit services.
- E. Preventing a door from closing.
- F. Reclining on, placing objects on, or blocking a seat.
- G. Occupying more than one seat.
- H. Willfully interfering with an AVTA representative's



performance of his/her job duties or operation of an AVTA vehicle in a manner that affects the AVTA representative's control of the vehicle.

I. Impeding the safe boarding or exiting of passengers.

**3.4 CARTS, STROLLERS, AND LUGGAGE**

A. Commercial or large size carts, dollies and strollers are prohibited on AVTA vehicles, unless collapsed. If a small personal use size stroller is occupied by a child or small cart is filled, then it must be securely held and not block passageways or seats.

B. Carts, dollies, strollers, and large luggage that create an unsafe condition including, but not limited to, impairing ingress or egress, blocking aisle ways or otherwise impeding passenger movement are prohibited.

C. During crowded conditions remove children from strollers and materials from carts, and collapse, or wait for the next AVTA vehicle with room for the cart or stroller. This provision does not apply to ADA Wheelchairs or other Mobility Aid Devices as described on Section 2-L of the AVTA Code of Conduct.

D. Large items are to be placed under the

seat or held in the lap. Items may not take up a seat.

E. Limit three (3) packages per person, or only what can reasonably be held without taking up any other seats. Recyclables are permitted if they are clean, not leaking fluids and in plastic bags. Recyclables may not be transported on AVTA commuter vehicles.

F. No hazardous or flammable materials are allowed in or on any AVTA facility or vehicle.



**3.5 FOOD, ALCOHOL, SMOKING, AND DRUGS**

These acts are prohibited in AVTA facilities:

A. Smoking, vaping, or carrying a lit cigar, cigarette of any type; including electronic cigarettes, or pipe within 25 feet of any AVTA facility entrance, exit or operable window.

B. Placing chewed gum onto any surface other than into a trash receptacle.

C. Dropping food or hazardous waste other than in a proper waste disposal receptacle.



**D.** Smoking and/or vaping at the Sgt. Steve Owen Memorial Park (OMP) or Palmdale Transportation Center (PTC) except in the designated smoking areas.

**E.** Possessing an illegal drug or substance.

**F.** Being under the influence of alcohol, a drug, a controlled substance, toluene, or any combination of those items, and unable to care for one's own safety or the safety of others, or interfering with an AVTA representative, facility or vehicle.

These acts are prohibited in AVTA vehicles:

**A.** Eating and drinking unless that activity is required by a disability. Non-alcoholic beverages in containers with screw type lids (sports bottle) or travel mugs are permissible.



**B.** Drinking or possessing an open container and/or an alcoholic beverage.

**C.** Placing chewed gum onto any surface other than into a trash receptacle.

**D.** Dropping food or other hazardous waste other than in a proper waste disposal receptacle.

**E.** Possessing an illegal drug or substance.

**F.** Public intoxication is prohibited. Pursuant to California Penal Code Section 647(f), except as provided in subdivision (l), every person who commits any of these acts is guilty of disorderly conduct, a misdemeanor:

(f) Who is found in any public place under the influence of intoxicating liquor, any drug, controlled substance, toluene, or any combination of any intoxicating liquor, drug, controlled substance, or toluene, in a condition he or she is unable to exercise care for his or her own safety or the safety of others, or by reason of his or her being under the influence of intoxicating liquor, any drug, controlled substance, toluene, or any combination of any intoxicating liquor, drug, or toluene, interferes with or obstructs or prevents the free use of any street, sidewalk, or other public way. Patrons over the age of 18 who are disruptive, intoxicated, or otherwise endangering the welfare of the operator or passengers will be asked to exit the AVTA vehicle immediately, and/or the operator will contact Law Enforcement for assistance. Patrons under the age of 18 who are disruptive, intoxicated or otherwise endangering the welfare of the operator or passengers, will be referred to Law Enforcement.

**3.6 NOISE**

These acts are prohibited in AVTA facilities and vehicles:



A. Disturbing others by engaging in boisterous or unruly behavior.

B. Creating noise, including cell phone or other conversation, that is so loud, sexually explicit, threatening, violent, vulgar, offensive or disruptive that it causes a nuisance or unreasonably interferes with the use, operation, or enjoyment of the AVTA facilities or vehicles for AVTA representatives or patrons, or creates an unsafe condition, such as distracting operators of AVTA vehicles.

C. Playing a sound device, unless using headphones or earphones that make the sound inaudible to others.

**3.7 ANIMALS**

**3.7.1 Service Animals:**

Under the Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform

tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities.

An AVTA operator may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability. A service animal may not be excluded unless the animal is out of control and the animal's owner does not take effective action to control it or the animal poses a direct threat to the health or safety of others.

A. Animals are not permitted in or on AVTA facilities and vehicles unless one of the following applies:

1. The animal is a service animal, as defined by the Americans with Disabilities Act, and is accompanied by a patron. An AVTA representative may ask whether an animal is a pet or a service animal required because of a disability and what function the animal has been trained to perform for the handler.



2. The animal is a certified police or security animal and is accompanied by a peace officer.

3. A passenger's request that the driver take charge of a service animal will be denied. Caring for a service animal is the responsibility of the passenger or a Personal Care Attendant (PCA).

**B.** Handlers shall maintain control of their service animals. No animal is permitted in an AVTA facility or vehicle that is not under the control of its handler or that poses a threat to AVTA representatives or patrons. Handlers of service animals shall promptly remove all animal waste from AVTA facilities and vehicles. Leaving animal waste in an AVTA facility or vehicle is prohibited.

**C.** Handlers shall ensure that service animals do not deprive a patron of a seat or block any aisle or passageway.

**3.7.2 Comfort Animals:**

Comfort animals are not allowed on or in AVTA vehicles and facilities. Under the Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d),



transit entities are only required to allow service animals to accompany individuals with disabilities in vehicles and facilities. If an animal's only function is to provide emotional support or comfort for the rider, that animal would not fall under the regulatory training-based definition of a service animal. Simply providing comfort is something that animal does passively, by its nature or through the perception of the owner.

**3.8 WHEELED RIDING DEVICES AND WHEELCHAIRS**

**A.** Wheeled riding devices including bicycles, self-balancing electric scooters (hoverboard), skates, skateboards, kick scooters, and other riding devices except Wheelchairs and Mobility Aid Devices, may not be ridden in AVTA facilities or vehicles. A person may carry or walk such wheeled riding devices safely on AVTA facilities to park or board AVTA vehicles.

**B.** The bus operator may not help load or unload a passenger with a wheeled riding device, excluding patrons with a wheelchair as defined in Section 2-S of the Code of Conduct.

**C.** A person who enters an AVTA vehicle with a bicycle, kickscooter, skateboard, hoverboard or similar device shall do the following:



**Bicycles:**

1. Use bicycle racks.
2. If racks on a bus are full, wait for the next bus.
3. Hold a bicycle when it is not in the rack; this exception is only for passenger riding the last bus of the day.
4. Inform the bus operator before exiting that you will remove a bicycle from a rack in front of the bus.
5. Load and unload bicycles from the front of the AVTA vehicle to the curbside and not into traffic.
6. Refrain from accessing the bicycle rack after the bus has left the curb.
7. Persons under the age of 13 years traveling with a bicycle must be accompanied by an adult.

**Other Wheeled Riding Devices:**

1. Refrain from blocking aisles, doorways, or operator's way.
2. Yield space in designated areas to wheelchairs or other Mobility Aid Devices for persons with disabilities.

3. Hold the device in a manner that neither blocks ingress/egress of other Patrons, nor takes up another seat on the AVTA vehicle. Folded bicycles, handheld skates or skateboards may be carried into an AVTA vehicle without using the rack. These items must be stored so they do not block passageways, aisles or seats.

D. Bus operators must secure all wheelchairs and scooters. All AVTA vehicles will accommodate mobility devices such as wheelchairs and three-wheeled scooters up to forty-eight (48) inches by thirty (30) inches with a total weight of up to 500 pounds (including the passenger). Mobility devices that exceed these requirements will not be transported.

**3.9 ODORS**

A. No person may be in an AVTA facility or vehicle with an unavoidable grossly repulsive odor so extreme it causes a nuisance, unreasonably interferes with the use, operation, or enjoyment of the AVTA facilities or vehicles for AVTA representatives or patrons, or creates an unsafe condition. Notwithstanding the foregoing, this subsection will not apply to persons with odors directly related to a disability or



medical condition unless the odor is so severely disruptive that it interferes with the use or operation of the AVTA facility or vehicle, AVTA representatives or patrons, or creates an unsafe condition.

**B.** Extreme odors may arise from a variety of sources, including one's body, possessions, clothing, food, chemicals, perfume, and cologne or accompanying service animals.

**3.10 SAFETY**

**A.** These acts are prohibited in AVTA facilities and vehicles:

1. Attaching to, hanging from, or riding on any part of the outside of an AVTA vehicle, or being inside an area in which the public are prohibited.
2. Interfering with the safe operation or movement of an AVTA vehicle or facility.
3. Abandoning personal items.
4. Standing, lying, or climbing on a sign, bench, passenger shelter, trash container or planter.



5. Extending anything in the path of or through a door or window on an AVTA vehicle.

6. Engaging in sport, horseplay, or recreational activities.

7. Creating a danger to other persons.

8. Extending any portion of the body or object through any window opening or door of an AVTA vehicle.

**B.** To avoid injury, patrons must use care when on or in an AVTA facility or vehicle.

**C.** Patrons should be alert and promptly report to AVTA or law enforcement any unsafe condition, broken equipment, or suspicious activity, odor, or package (See Something, Say Something).

**D.** Emergencies should be reported immediately to an AVTA representative, law enforcement, or emergency personnel.

**E.** If an AVTA representative or other authorized personnel evacuates an AVTA facility or vehicle, patrons shall promptly and in an orderly manner follow instructions to avoid injury to other persons.

**F.** No person shall remove, tamper with or destroy an AVTA vehicle or its contents.

G. No person other than an AVTA Representative in the course and scope of his or her duties may place an obstruction in front of an AVTA vehicle, or willfully set an AVTA vehicle in motion.

**3.11 SOLICITATION**

A. No person shall solicit money or other things of value in an AVTA facility or vehicle.

B. No person shall solicit public support, or distribute materials, for any cause in AVTA vehicles and in public areas of AVTA facilities without written approval of AVTA management.

C. The exercise of freedom of speech is permitted in AVTA facilities and vehicles, subject to these restrictions:

1. Free speech activity may not occur within fifteen (15) feet of a staircase entryway, loading zone, transit entrance or exit, emergency exit, or fare media readers or validators. Free speech activity may not impede transit services or the movement of patrons or AVTA personnel.

2. Pamphlets and leaflets may not be left in an AVTA facility or vehicle.

3. The carrying of signs or placards larger than thirty (30) inches by thirty

(30) inches, in AVTA facilities or vehicles is prohibited. Large signs can be folded or rolled up to comply with the 30" by 30" restriction. No pole, stick, or other similar object or device utilized to display a sign shall exceed a length of thirty inches (30"), nor shall such object exceed a thickness of one-quarter inch (1/4") and a width of two inches (2"); or if not generally rectangular in shape, such object shall not exceed three-quarters inch (3/4") at its thickest dimension. This limitation is not intended to prohibit walking canes, crutches, or similar devices used for mobility assistance by a person with a disability. No object shall have an exposed sharp pointed end.

4. Carrying of any signs or sticks must not interfere with the movement, seating, or safety of patrons or AVTA representatives.

5. Food and drinks shall not be distributed in AVTA facilities or vehicles without written approval of AVTA management.

**3.12 WEAPONS**

This provision does not apply to law enforcement, security personnel, or a legally concealed weapons permit holder.

A. Weapons are not permitted.



B. Any instrument that can be used as a weapon shall not be used or directed at an AVTA facility or vehicle, or at a person or object in an AVTA facility or vehicle in a threatening manner.

**3.13 LOITERING**

A. Loitering as defined by the municipal code, is prohibited in AVTA facilities, bus stops, shelters, and vehicles.

**1. Lancaster Municipal Code:**

9.12.020(a) LMC: Loitering in public right-of-way where posted or warned.

9.12.020(b) LMC: Loitering and obstructing access to building open to public.

9.12.020© LMC: Loitering in shopping center where posted or warned.



**2. Palmdale Municipal Code:**

9.16.010(b) PMC: No person shall loiter in or about any public building, park or recreation facility including any transportation facility in a manner and under circumstances manifesting the purpose to engage in acts of misconduct

including, but not limited to, exhibitionism, solicitation, malicious mischief, or acts of indecent exposure.

**3. County of Los Angeles - CA Penal Code:**

647(e) CPC: Who lodges in any building, structure, vehicle, or place, whether public or private, without the permission of the owner or person entitled to the possession or in control of it.

**3.14 LOST AND FOUND**

A. Items found in an AVTA facility or vehicle will be given to an AVTA operator or other authorized AVTA representative, who will forward the items to the AVTA customer service department.

B. Items can be claimed in person at the AVTA Customer Service desk by providing proof of ownership. Items that remain unclaimed for 30 days will be discarded or donated to a charitable organization, without liability to AVTA.

C. AVTA is not responsible for items lost in an AVTA facility or vehicle.

**3.15 PARKING AND USE OF AVTA FACILITIES AND VEHICLES**

- A. Parking by the public may not impede transit services or the movement of patrons or AVTA personnel.
- B. Storage of items in AVTA facilities may only be used for the designated AVTA related transportation purposes.
- C. A person may not perform non-emergency maintenance on a non-AVTA vehicle at an AVTA facility unless authorized by AVTA.
- D. A person may not enter non-public areas in AVTA facilities or vehicles unless authorized by AVTA.

**3.16 COMMERCIAL ACTIVITY**

- A. Persons must not engage in commercial activity in an AVTA facility or vehicle without first obtaining proper authorization from AVTA.
- B. Persons who engage in permitted commercial activity in an AVTA facility or vehicle must comply with all AVTA instructions, safety requirements, and applicable laws.

- C. Commercial activity is prohibited on loading platforms and in any location where it interferes with transit services or the movement of patrons or where it creates a safety hazard.

**3.17 SIGNS**

- A. No person may affix or post signs, stickers, buttons, advertisements, circulars, or other printed materials on or in AVTA facilities or vehicles. Written permission must be obtained from AVTA prior to placing, posting, or displaying a poster, notice, advertisement, sign, or other written material on an AVTA facility or vehicle.
- B. No persons may destroy, cover, deface with graffiti, remove, damage, or tamper with an AVTA poster, sign, advertisement, or notice, unless authorized by AVTA.
- C. Persons shall obey any sign intended to provide for the safety and security of transit passengers or the transit system. Persons shall also obey all other notices and signs posted by AVTA in an AVTA facility or vehicle.

**3.18 PHOTOGRAPHY AND RECORDING**

- A. No person may photograph, film,



duplicate, record, or sketch an AVTA facility or vehicle for commercial purposes without first obtaining authorization from AVTA.

**B.** A person who photographs, films, or records in an AVTA facility or vehicle must comply with all AVTA safety requirements, instructions, licenses, and applicable laws including copyright laws.

**C.** A person may photograph, film, record, or sketch an AVTA facility or vehicle for non-commercial purposes only in public areas, unless otherwise authorized by AVTA, and in a manner, at a time, and at a place that does not interfere with AVTA operations, or create an unreasonable risk to the safety or well-being of AVTA representatives or patrons. Prohibited activities will include the use of a tripod, or laying of cord or cables, in a walkway; use of a flash blinding to patrons or AVTA representatives; or creating congestion during an emergency.

### **3.19 MISCELLANEOUS**

**A.** The Code is not intended to affect the lawful activity or first amendment rights protected by state or federal law, including laws related to collective bargaining, labor relations, or labor disputes.

**B.** AVTA reserves the right to suspend, waive, modify, limit, or revoke the application of the Code or any provision thereof.

**C.** AVTA may refuse service or access to AVTA facilities or vehicles, including ejecting or excluding any person who does not comply with the Code or applicable laws.

**D.** The Code incorporates all relevant applicable legislative changes that occur after the date the Code is adopted.

**E.** Acts prohibited under the Code are permitted if authorized by agreement, permit, license, or a writing signed by an authorized AVTA representative.

**F.** The Code applies with equal force to any person who aids or abets in any of the acts prohibited by the Code.

**G.** Individuals with disabilities may visit [www.avta.com](http://www.avta.com) for information and request a reasonable modification of this Code. Whenever possible, a request for a reasonable modification shall be made in advance to AVTA at [customerservice@avta.com](mailto:customerservice@avta.com), (661) 945-9445, or at 42210 6th St. West, Lancaster, CA 93534. If a request for a modification is made to an AVTA operator or other AVTA



representative the employee may contact his or her supervisor or control center for guidance. Requests for reasonable modifications will not be approved if the request would: alter the nature of the service, program, or activity; create a direct threat to the health or safety of others; result in an undue financial or administrative burden; or the individual would be able to fully use the services provided by AVTA without the modification. Individuals with disabilities may file complaints regarding reasonable modification or accommodation with AVTA Customer Relations by telephone at (661) 945-9445 or via email at [customerservice@avta.com](mailto:customerservice@avta.com).



## SECTION 4: FARES

**A.** Patrons who ride AVTA vehicles or use AVTA services must pay all fares, transfers, and fees. Passengers must have exact fare or have their TAP pass ready when boarding the bus.

**B.** Evading payment of an AVTA fare is prohibited. Fare evasion includes the following:

1. Boarding an AVTA vehicle without proof of valid fare media or without paying the fare upon boarding an AVTA bus.
2. Duplicating, counterfeiting, altering or transferring any nontransferable fare media without AVTA authorization.
3. Placing anything other than United States currency into a fare box. Falsely representing oneself as eligible for a waiver or a special or reduced fare, or obtaining fare media by making a false or misleading representation.
4. Misusing fare media with the intent to evade payment of a fare.
5. Boarding through a rear bus door to avoid payment of fare.

6. Entering an AVTA vehicle in such a way as to bypass or avoid any fare-required collection or validation by AVTA representatives collecting fares.

**D.** No payment or refund will be made to patrons who overpay the required fare or who are ejected or excluded from AVTA facilities or vehicles for violating the Code or applicable laws.

### **E. Reduced Fare Media**

Acceptable forms of identification:

1. Los Angeles County Municipal Operators Association (LACMOA) also known as TAP (Transit Access Pass) photo ID (available through AVTA or any other municipal operator in Los Angeles County).
2. California photo ID (seniors only) 65 or older.
3. Medicare card accompanied by photo ID.
4. Active Military/Disabled Military/Veterans with photo ID.
5. A valid Reduced Fare ID card from another Transit Agency.



Persons with disabilities must complete the LACMOA TAP card Reduced Fare Program Application to become eligible for the reduced fare. Once eligibility has been established, the passenger will be issued a TAP photo ID card.

Seniors wishing to take advantage of reduced fare media can complete the LACMOA TAP card Senior Application or use their CA ID or driver's license with a date of birth verifying they are at least 65 years of age.

Without acceptable ID, each patron must pay full fare to use the service.

**F. Commuter Services**

AVTA allows active military, disabled military, veterans, and seniors (65 or older) to ride at a reduced fare with proper photo ID. The passenger must show proof of eligibility in one of these forms:

1. Valid and current Tap Senior/Disabled ID card.
2. Valid ID card as described in the Reduced Fare Media section.

**G. Fares and Passes**

TAP products available for local transit include:

1. 31-day pass activated the first time it is used.
2. 7-day rolling pass activated the first day it is used.
3. Day pass
4. 4-hour pass

Patrons with an active AVTA monthly commuter TAP card may ride local transit at no additional charge. Commuter 10-trip passes will be charged one ride; it may be more cost efficient for patrons with a 10-trip pass using local transit to pay the local transit fare.

Valid Metrolink passes will be honored on local transit and TRANSporter services and only for a one-way trip when boarding only at Palmdale Transportation Center, Lancaster Blvd. and Sierra Hwy. (Metrolink Station) and the Newhall Metrolink Station.



## SECTION 5: ENFORCEMENT

### A. Violations

1. A person who violates the Code is subject to any and all remedies, fines, criminal sanctions, damages, and penalties available by law. Enforcement of any provisions of the Code involving the payment of any fees, penalties or other administrative amounts, or community service, by adults based on California Penal Code section 640 (b) and (c), shall be pursuant to the authority and according to the procedures, and as set forth in the California Public Utilities Code including section 99580 et seq. The procedures set forth in section 99580 et seq. will not apply to minors, whose violations will be subject to enforcement as criminal matters in Superior Court as provided by law.

2. A person who violates any provision of the Code may be ejected by order of an authorized AVTA representative and or the Los Angeles County Sheriff's Department. This remedy is in addition to any other fine, penalty, assessment, or other remedies available at law.

3. A person who violates the Code may be immediately ejected from the AVTA

facility or vehicle, without refund of any fare, by an authorized AVTA representative who witnesses a violation.

4. A violation of the Code that is also a violation of a local, state, or federal law may be prosecuted in a court proceeding, in addition to any enforcement by or remedies available to AVTA.







**42210 6th St. West  
Lancaster, California  
93534**