

Albany Transit Center – Visitors Directives and Conduct Requirements

Purpose:

To ensure a safe, orderly, and transit-focused environment for customers, employees, and partner agencies.

1. Entry and Access Requirements

- All individuals must have a transit-related purpose for entering the facility, such as riding the bus, purchasing tickets, or seeking transit information.
Supports reduction of loitering and non-transit use
 - Drop-offs by agencies or organizations are permitted **only** when coordinated in advance with Albany Transit or during approved warming/cooling station activations.
 - Individuals may be asked to state their transit-related purpose upon request by staff or security.
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2. Prohibited Items

- Weapons of any kind, illegal drugs, and drug paraphernalia are strictly prohibited.
 - Excessive personal belongings that obstruct walkways, seating areas, or public spaces are not allowed. Staff may require individuals to consolidate items or remove them from the premises.
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3. Prohibited Behaviors

- Illegal drug use, smoking, or use of vaping devices is not permitted anywhere on transit property.
 - Disorderly conduct, verbal threats, intimidation, or disruptive behavior toward staff or passengers is strictly prohibited.
 - Obstruction of walkways, entrances, exits, or operational areas is not allowed.
 - Individuals under the influence, unconscious, or appearing to experience a medical emergency will be referred immediately for emergency response. Refusal to cooperate may result in removal from the facility.
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4. Compliance With Staff and Law Enforcement

- All individuals must comply with directions from Albany Transit employees, security personnel, and law enforcement officers, including instructions regarding movement, safety, or conduct within the facility.
 - A formal trespass process will be used for individuals who engage in criminal activity, threaten staff, or repeatedly violate facility rules.
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5. Warming and Cooling Station Protocols

- During designated activation periods, individuals must remain in approved areas and follow all posted instructions.
- Only authorized individuals may enter the facility for warming/cooling purposes; all others must follow normal transit-related entry requirements.

- Individuals must maintain orderly behavior and keep personal belongings contained to avoid obstructing cleaning and maintenance operations.

6. Cleanliness and Facility Care

- Individuals must dispose of trash in provided receptacles and maintain cleanliness of shared spaces.
- Restrooms are for short-term, individual use only; misuse (e.g., bathing, sleeping, washing clothes) is prohibited.

7. Enforcement

- Failure to comply with these directives may result in removal from the facility, issuance of a trespass notice, suspension of facility access, or involvement of law enforcement.
- Repeat violations will be documented and addressed under the formal trespass protocol.