



## Rider Code of Conduct Guidelines

All patrons are encouraged to become familiar with the Rider Code of Conduct prior to riding. Of utmost importance is the security and safety of riders and transit operators. To this end, a standard of conduct is required for every patron of the transit system, both fixed-route and demand response service, whether on a transit vehicle or at a transit stop. Any time inappropriate behavior is documented on transit properties, the person(s) may lose the privilege of using TheBus and associated amenities. TheBus vehicle operators and management staff will use sole discretion in determining a violation of the Rider Code of Conduct Policy.

### DEFINITIONS

**Inappropriate Behavior:** Any conduct that does not demonstrate respect for the safety and welfare of patrons (including the individual expressing such behavior) and transit property or interferes with the operation of transportation services.

**Threat:** An expression or action showing intent to inflict harm.

**Unhealthy personal hygiene:** Unhealthy personal hygiene includes, but is not limited to, scents related to unlaundered clothing, lack of bathing, animal related odor and excessive perfumes. A rider will be given a notice and an opportunity to correct the hygiene problem prior to suspension of services. Riders with mobility devices must maintain such devices in a state of cleanliness.

**Violence:** Physical force used resulting in damage to transit property, or physical contact or intimidation in any threatening manner.

### RIDER CODE OF CONDUCT

All incidents will be documented in writing by the transit operator.

- Distraction of the bus operator while the bus is in motion
- Profanity and/or offensive language, including language that threaten or intimidate another passenger or bus operator
- Talking too loudly, including on a cell phone
- Failure to follow direction from the bus operator
- Eating or drinking on transit vehicles

- Pushing and jostling when getting on or off transit vehicles
- Pants, shorts and shirts must be worn at all times
- Crossing the “standee line” before the transit vehicle stops
- Loud music. Headphones must be used with any audio equipment and the volume such that it cannot be heard by other riders.
- Discourteous treatment of passengers or the bus operator
- No solicitation on any transit vehicles or property is allowed
- Placement of advertising/flyers in transit vehicles or on transit property is not permitted unless approved in advance by the transit operator.
- Physical violence, intimidation and/or harassment toward another passenger or bus operator
- Participation in any illegal activity
- Possession, manufacturing, distributing, dispensing, purchasing, transferring or being under the influence of controlled substances, alcoholic beverages, or other intoxicants.
- Bringing hazardous materials such as batteries and gasoline cans onto a bus or bus property are prohibited.
- Sexual touch or inappropriate verbal comment(s) of a sexual nature
- Damaging, defacing, marking, cutting, scratching, drawing on or destroying transit properties or the personal property of another passenger
- Use of racial slurs, racial/ethnic name calling, or the display of racist behaviors
- Throwing objects in transit vehicles or out of windows
- Use of tobacco or smoking on transit vehicles, including smokeless cigarettes
- Spitting, urinating, defecating on buses, bus stops or transit properties
- Unsanitary health conditions and/or unhealthy personal hygiene including but not limited to the leaking of bodily fluids, spitting or having open wounds/sores.

## **CODE OF CONDUCT VIOLATIONS**

### **First Offense**

The offender(s) will receive a verbal warning by the bus operator. This step can be skipped at the discretion of the bus operator for incidents involving illegal activity, threats, intimidation, verbal harassment, property damage, alcohol, smoking and incidents of a similar nature.

### **Second Offense**

The offender(s) will be removed from the vehicle at the discretion of the bus operator and riding privileges may be suspended for the remainder of the day. An incident report will be completed.

### **Third Offense**

Riding privileges can be suspended for a period of 5 days at the discretion of the transit operator. An incident report will be completed, and law enforcement will be notified if warranted by the circumstances of the incident. The transit operator will prepare a written letter of suspension for riding privileges. The letter will state why the passenger was suspended and describe any documented history of inappropriate/disruptive behavior.

### **Subsequent Offenses**

When a rider returns from a suspension, the rider's behavior will be closely monitored. If there is another documented incident of inappropriate or disruptive behavior, the rider may be suspended for an additional period of time and/or have all transit riding privileges permanently revoked. This will be determined based upon the nature of the offense, and at the discretion of the transit operator.