



**Mid Florida Community Services, Inc.**



## **Rider Code of Conduct**

### **POLICY**

THE Bus is concerned about the security and safety of the traveling public and transit operators. We believe that it is the obligation of each and every member of the traveling public to contribute to the safety of THE Bus, ADA vehicles, bus shelters, bus stops, and the Depot, by refraining from inappropriate behavior/conduct, threats, violence and/or any activities that may provoke violence. To this end, a standard of conduct is expected from every patron of THE Bus system, whether on a transit vehicle or at a transit stop. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using THE Bus system. Safety is everyone's responsibility and we require anyone that witnesses inappropriate behavior in or around transit facilities to report it to the Depot before boarding or after boarding.

### **DEFINITIONS**

**Violence.** Physical force employed so as to violate, damage, abuse, injure, or strike in any manner.

**Threat.** An expression or action showing intent to inflict harm. The giving of signs or warnings of violence or the announcement of violence as a possibility.

**Inappropriate Behavior.** Any conduct that does not demonstrate respect for the safety and welfare of themselves and/or others or that interferes with the orderly provision of transportation services. THE Bus Operator may use its sole discretion in determining the level of violations for any/all other inappropriate behavior(s)/conduct that are not listed below. The following represents only a partial list of unacceptable behaviors and conduct, and is not intended to be all inclusive, which will not be tolerated in or around transit facilities/properties:

### **TYPICAL MINOR VIOLATIONS**

- Profanity and/or offensive language
- Talking too loudly
- Trying to distract driver's attention
- Pushing and jostling when getting on or off the transit vehicle
- Crossing the "white standee line" before the transit vehicle stops
- Eating or drinking on transit vehicle
- Loud music
- Discourteous treatment of passengers or transit drivers

## TYPICAL MAJOR VIOLATIONS

- Physical violence, intimidation and/or harassment toward another passenger or transit driver
- Participation in illegal activity, including but not limited to sale, distribution, possession of stolen property or use, possession, manufacturing, distributing, dispensing, purchasing, transferring or being under the influence of controlled substances, alcoholic beverages, or other intoxicants at any time on in or around transit facilities/properties)
- Possession of weapon on or around transit facilities/properties
- Sexual touch or inappropriate comment(s)
- Damaging or destroying transit facilities/properties or the personal property of another passenger or transit driver
- Drinking alcoholic beverages
- Language intentionally used to threaten or intimidate another passenger or transit driver
- Use of racial slurs, racial/ethnic name calling, displaying racist behaviors
- Throwing objects in transit vehicle or out of windows
- Use of tobacco or smoking on transit vehicle
- Spitting
- Failure to follow direction from the transit driver
- Public Intoxication

**THE Bus Operator may use its sole discretion in determining the level of violation(s) and then applicable action taken against offenders in all situations of inappropriate rider behavior and/or conduct.**

## PROCEDURE

A range of consequences and/or actions will be used to address non-compliance with appropriate Rider Conduct. The Depot is responsible for writing up an incident report and correcting inappropriate behavior on transit facilities/properties. Transit drivers are responsible for preparing an appropriate incident report and correcting behaviors that occur on transit vehicles, with the Depot direction/guidance.

Consequences and/or actions could include one or any combination of the following:

### **Minor Violations of conduct rules may be handled as follows:**

**First Offense-**Verbal warning by transit driver to correct behavior.

**Second Offense-** The offender(s) will be put off the transit vehicle. If a passenger is put off the transit vehicle, the passenger is suspended from riding privileges on any transit vehicle for the remainder of the day. *Anytime a passenger is put off the bus their bus fare shall be forfeited and if the passenger suspended is seen riding another transit vehicle during the suspension period it will be considered trespassing and law enforcement will be called to handle the situation.* An incident report will be completed.

If the offender(s) is under the age of 18 years old, and is to be put off of the transit vehicle, law enforcement will be called for law enforcement transport.

**Third and Subsequent Offenses**-Same as “first offense” of major violations.

**Major Violations of conduct rules are handled as follows:**

**First Offense**- Riding privileges can be suspended from the transit system at the discretion of THE Bus Operator. When suspended, the offender(s) is not allowed to ride any transit vehicle. *Anytime a passenger is put off the bus their bus fare shall be forfeited and if the passenger suspended is seen riding another transit vehicle during the suspension period it will be considered trespassing and law enforcement will be called to handle the situation.* The transit driver will contact his/her supervisor with any/all major violations. Law enforcement may be called.

When a passenger exhibits inappropriate behavior on a transit vehicle or transit properties/facilities, transit personnel will complete an incident report. The incident report is given to a supervisor by the end of the working day.

The operations manager prepares a written letter of suspension for transit riding privileges by the end of the next working day. The letter should state why the passenger was suspended, any documented history of disruptive behavior, and the length of the suspension. The letter of suspension will be reviewed for finalization by the Executive Director of Mid Florida Community Services, Inc.

**Second and Subsequent Offenses** – When a passenger returns from a suspension, the returning passenger’s behavior will be closely monitored. If there is another documented incident of disruptive behavior, the passenger may be suspended for an additional period of time and/or have all transit riding privileges permanently terminated.