



# Passenger's Code of Conduct





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The Cooperative Alliance for Seacoast Transportation (COAST) performs a vital public service. COAST's goal is to ensure that this service is delivered safely, effectively and efficiently, in a manner that safeguards the public and protects its employees from the risks posed by inappropriate passenger conduct. COAST reserves the right to refuse service.

For the safety and comfort of all COAST passengers and employees, COAST has established the following definitions and consequences to address prohibited and inappropriate passenger conduct.

### **PROPER FARE**

Everyone riding COAST must pay the proper fare, use a valid ticket or present a valid pass.

### **ACTS PROHIBITED**

It is unlawful for any person to commit the following acts on a COAST vehicle:

- 1) Smoke or carry any lighted tobacco product or expel the residue of any other tobacco product, including chewing tobacco;
- 2) Consume any alcoholic beverage or possess an open container of any alcoholic beverage;
- 3) Possess, use or sell any controlled substances;
- 4) Engage in disruptive, disturbing behavior including: loud conversation, profanity or rude insults, or operating any electronic device used for sound without an earphone(s);
- 5) Take any animal onto a vehicle unless its purpose is to assist a person with a disability or in training activities and/or without an appropriate carrier;
- 6) Carry, possess or have within immediate access any dangerous weapon;
- 7) Possess or transport any flammable liquid, combustible material or other dangerous substance such as gasoline, kerosene or propane;
- 8) Litter;
- 9) Loiter;
- 10) Vandalize the vehicle by writing, marking, scribbling, defacing or causing destruction to the vehicle in any manner;
- 11) Beg or solicit by forcing yourself upon another person;
- 12) Excrete any bodily fluid upon or at another person or object while on the vehicle;
- 13) Take any large item(s) into the vehicle (e.g., bicycle, skis, etc.) that cannot be adequately secured (as determined by the bus operator).

### **TYPES OF MISCONDUCT**

- **Illegal Conduct:**  
An act that is prohibited and unlawful.

- **Hazardous/Violent Conduct:**  
An act that creates the potential for injury or death to any customer, operator, or the general public. Threats of violence are included in this category as well. Any other behaviors are deemed to have hazardous or violent consequences, including, but not limited to the carrying of firearms, explosives, or other hazardous materials on a COAST vehicle.
- **Abusive/Disruptive Conduct:**  
A verbal or physical act that is generally offensive, invades the privacy rights of others, or involves physical contact in a rude, insolent, or angry manner. Included in this conduct is the use of profane language found offensive by the bus operator or other passengers. Loud, obnoxious, unpredictable behavior, or other behaviors brought on by intoxication will also not be tolerated by COAST.
- **Disruptive Conduct of Passengers in Accompaniment:**  
A passenger accompanied by a minor(s) or someone else for whom he or she is legally responsible for has the task of monitoring said person's behavior. If the person(s) is being disruptive, offensive, or posing a safety risk, the passenger legally responsible for the other(s) must be able to remedy the situation in some way found suitable to the COAST operator.

### **Unintentional Misconduct**

- Any act that would qualify as misconduct but is the direct and immediate consequence of the customer's disability, such as abusive language.

### **CONSEQUENCES OF MISCONDUCT**

The behaviors outlined previously will not be tolerated on COAST vehicles. COAST Operators and/or Management will take direct and fitting action in response to misconduct on the bus.

- Conduct that is deemed illegal/hazardous/violent will be addressed immediately, to include assistance from the appropriate police department, if necessary. The severity of the conduct may result in a permanent suspension of service.
- If one individual is inhibiting the atmosphere for the majority of the passengers, that person will be asked to cease the behavior causing the disturbance. If the behavior continues and the operator feels that the passenger has been given sufficient warning, the operator then has the right to ask the passenger to leave the bus after first consulting with the base dispatcher. If the passenger does not leave the bus after being asked by the operator, the operator should then notify the base dispatcher of the situation so they can either respond on-site to provide additional assistance and/or notify the proper authorities to provide the operator with assistance.
- If this behavior becomes a regular problem for an operator or the company as a whole, the passenger may be notified of a temporary suspension of service. If

this suspension occurs, the passenger will not be permitted to ride on a COAST vehicle for up to 90-days, depending on the severity of the misconduct. Every operator will be notified of this situation.

- After the temporary suspension of service is concluded and the passenger is riding COAST once again, it is expected that the problem(s) will have ceased. If this is not the case, and the behavior for which he or she was suspended continues, a suspension of service for a minimum of one year may be issued. Permanent suspension is an option.

### **Consequences of Unintentional Misconduct**

- A passenger may be required to ride with a Personal Care Attendant.
- A passenger may be subject to any reasonable accommodation that will ensure safety. This accommodation may last for a time period sufficient to allow the passenger time to learn appropriate behavior or the accommodation may be permanent if the conduct is beyond the passenger's control.

### **CONDITIONS PROHIBITED**

It is unacceptable for any person to be unable to safely control oneself as a result of being under the influence of drugs and/or alcohol.

Should a passenger present themselves in this condition, or should the operator become aware a passenger is in this condition after they have already boarded the vehicle, the operator has the right to refuse service or ask the passenger to leave the bus after first consulting with the base dispatcher. If the passenger does not leave the bus after being asked by the operator, the operator should then notify the base dispatcher of the situation so they can either respond on-site to provide additional assistance and/or notify the proper authorities to provide the operator with assistance.

If a passenger's condition becomes a regular problem for an operator or the company as a whole, the passenger may be notified of a temporary suspension of service. If this suspension occurs, the passenger will not be permitted to ride on a COAST vehicle for up to 90-days, depending on the severity of the situation. Every operator will be notified of this situation.

After the temporary suspension of service is concluded and the passenger is riding COAST once again, it is expected that the problem(s) will have ceased. If this is not the case, and the condition for which he or she was suspended continues, a suspension of service for a minimum of one year may be issued. Permanent suspension is an option.