

VCAC

VINE Consumer Advisory Committee

AGENDA

Thursday, January 2, 2014

6:00 pm

NCTPA / NVTA Board Room
625 Burnell Street, Napa CA 94559

General Information

All materials relating to an agenda item for an open session of a regular meeting of the VCAC which are provided to a majority or all of the members of the VCAC by VCAC members, staff or the public within 72 hours of but prior to the meeting will be available for public inspection, on and after at the time of such distribution, in the office of the Secretary of the VCAC, 625 Burnell Street, Napa, California 94559, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m., except for NCTPA holidays. Materials distributed to a majority or all of the members of the VCAC at the meeting will be available for public inspection at the public meeting if prepared by the members of the VCAC or staff and after the public meeting if prepared by some other person. Availability of materials related to agenda items for public inspection does not include materials which are exempt from public disclosure under Government Code sections 6253.5, 6254, 6254.3, 6254.7, 6254.15, 6254.16, or 6254.22.

**** Members of the public may speak to the VCAC on any item at the time the VCAC is considering the item. Please complete a Speaker's Slip, which is located on the table near the entryway, and then present the slip to the VCAC Staff. Also, members of the public are invited to address the VCAC on any issue not on today's agenda under Public Comment. Speakers are limited to three minutes.*

This Agenda shall be made available upon request in alternate formats to persons with a disability. Persons requesting a disability-related modification or accommodation should contact Deborah Schwarzbach, VCAC Staff, at (707) 259-8327 during regular business hours, at least 48 hours prior to the time of the meeting.

This Agenda may also be viewed online by visiting the NCTPA website at www.nctpa.net, click on Minutes and Agendas.

ITEMS

1. Call to Order
2. Roll Call and Introductions
3. Public Comment ***
4. Chairperson and Committee Members' Update
5. Transit Manager's Update

Time Estimates

30 Minutes

REGULAR AGENDA ITEMS

	<u>RECOMMENDATION</u>	<u>Time Estimates</u>
6. Approval of November 7, 2013 Minutes	APPROVE	5 min
7. Recruitment of VCAC Committee Members The Committee will review open positions on the VCAC.	INFORMATION	10 min
8. Adopt 2014 Work Program The Committee will review, amend and adopt its 2014 Work Program.	APPROVE	15 min
9. Code of Conduct Policy The Committee will review samples of transit Code of Conduct policies and provide input to staff on the formulation of a policy for the VINE family of transit services.	INFORMATION	30 min
12. Adjourn		

Meeting Length Estimate: 90 mins

VCAC

VINE Consumer Advisory Committee

MINUTES

Thursday November 7, 2013

ITEMS

1. Call to Order

Chair Wall called the meeting to order at 6:05 PM.

2. Roll Call and Introductions

Members Present:

Jack Wall
Zach Schunk
Genji Schmeder

Margret Schlenke
Jean-Vincent Deale
Anna Ernest

Members Absent:

George Blackstock
Doug Weir - Excused

3. Public Comment

None

4. Chairperson and Committee Member's Update

Chair Wall opened the floor to the Committee members to share any news they felt the committee should hear. Committee member Schunk stated the Route 11 had been running smoothly in his experience. He also let the committee know that he had passed out schedules at the different offices at Napa Valley College. Chair Wall stated his concern that there was not enough time for an individual who was traveling a long distance to make a free transfer due to the hour limit on the transfers. NCTPA staff member Roberts addressed this, stating for long trips drivers issue transfers at the drop off point for those riders as opposed to the normal protocol which is to issue them upon boarding.

Committee member Deale pointed out the Route 11 cuts it rather close if someone is using it to connect to the ferry in Vallejo. NCTPA staff member Roberts reminded the committee that the Route 11 is not meant to sync with the ferry and that the Route 29 is the only route to be scheduled with the ferry. Chair Wall asked about the Clipper program and when it would be implemented. Staff responded that the expected roll out date was going to be in January or February 2014. Committee

*MSC – Motion, Seconded and Unanimously Carried

member Schunk stated there was a greater need to educate the students at the college about the bus system. Staff stated they had been in talks with the college about different ways to get more students to ride the bus.

5. Transit Manager's Update

NCTPA Transit Manager Roberts updated the committee on the current projects and events happening with the VINE transit system. He brought to the attention of the Committee a recent article from the Napa Valley Register which detailed the ridership growth on the VINE.

There was a discussion regarding how the new fareboxes were functioning. The committee was interested in seeing the more detailed reports about how the new fareboxes would be able to provide regarding ridership. Staff member Roberts noted that he was also excited about this prospect as it would give staff a better idea of who is riding the bus.

Staff member Roberts also stated that there would be an upcoming study of the Routes 10 and 11 to understand if it would be viable to run the routes earlier as well as later to help better serve those individuals that work less traditional shifts. NCTPA will be working with the Metropolitan Transportation Commission (MTC) in the near future to complete an onboard survey of the VINE's ridership. NCTPA hopes the survey will give the agency a better idea of rider travel patterns as well as who is riding and why they started using transit. Finally staff member

Roberts announced the new St. Helena Shuttle service had started and had received a lot of positive feedback from the community. Literature advertising the new shuttle was passed out for the committee to look over.

REGULAR AGENDA ITEMS

6. Approval of meeting minutes of September 5, 2013 (Approve)

MSC" SCHUNK/SCHLENKE to APPROVE

7. Executive Director's Update (Information)

NCTPA executive director Kate Miller addressed the committee giving updates on the current projects that NCPTA has been working on and will be working on. She informed the committee on the SR-29 corridor study which was discussed in greater detail later in the night. She also spoke on the travel behavior study which is being conducted to better understand the travel patterns of individuals moving in, out of, and around Napa County. NCTPA will be implementing a car share program.

8. Election of Officers (Approve)

Before elections were held committee member Schmeder was nominated for chair by committee member Ernest. **MSC" ERNEST/SCHMEDER to APPROVE.** After the

*MSC – Motion, Seconded and Unanimously Carried

second nomination for chair was passed elections were held. The results were four (4) votes in favor of committee member Schunk to two (2) votes in favor of committee member Schmeder. The election for vice chair commenced next with six (6) votes in favor of committee member Schmeder.

9. Draft Vision for SR-29 Corridor (Information)

NCTPA staff member Meehan addressed the committee regarding the staff report on the SR-29 Corridor Study. Originally NCTPA staff member Hurwitz was to address the committee however he was not able to attend. Committee member Schmeder who serves on the public advisory committee provided a copy of a letter he wrote to NCPTA board member Caldwell. In the letter he outlined his opinions on the study and the planning process. One of the main issues brought up not only by committee member Schmeder but others was the plan's focus on cars and not using alternate means of transportation to help alleviate the congestion in the SR-29 corridor. It was the desire of the committee to review the plan before it is adopted in order to provide comments and critiques.

10. Rider Conduct (Information)

NCTPA staff member Roberts brought forth the idea of having rider conduct rules for the buses. The committee felt it was an interesting idea that should be pursued. The committee requested to have time to think on different rules and revisit the idea at the next meeting in January.

11. Fare Policies and Practices (Information)

NCTPA staff member Roberts asked the committee how they felt about the possible adoption of a formal policy related to any future potential fare increase for the VINE. The members of the committee felt that a fare increase should only be considered if it was necessary, not if it was being done arbitrarily on a yearly basis regardless of the financial situation of the VINE. The committee felt it would be a good idea to visit fares on a yearly basis to assess the farebox recovery ratio. There was also a discussion regarding discounted fares. The idea of having to apply for a discount fare was brought up by staff member Roberts. The committee was not opposed to this idea however it was agreed upon by all parties that now was not the time to implement something of this nature.

12. Adjourn until special meeting date of January 9, 2014

MSC" SCHMEDER/DEALE to APPROVE adjournment at 8:30 PM

*MSC – Motion, Seconded and Unanimously Carried



January 2, 2014
VCAC Agenda Item 7

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: VINE Consumer Advisory Committee
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Committee Appointments

RECOMMENDATION

The Committee review open positions on the VCAC.

EXECUTIVE SUMMARY

The VCAC has two members whose terms expire in February 2014. Current members are welcome to reapply. In addition, there is one open position on the Committee. The NCTPA Board will be asked to make appointments to the VCAC at their meeting in February. At this time staff seeks to engage the Committee in a discussion regarding filling vacancies.

VCAC (9 members total from any category)		
Category	Appointee	Term Expires
Public transit consumer/user who uses the VINE for commute purposes	Jean Vincent Deal, Jack Wall	:March 2016, March 2015
Public transit consumer/user from the City of Napa	Gengi Scmeder, Anna Ernest	:March 2014, March 2016
Public transit consumer/user at large from Up Valley	Margret Schlenke	:March 2015
Public transit consumer/user at large from South County	-	
Public transit consumer/user under age 21	Zachary Schunk	:March 2016
Public transit consumer/user over age 60, nominated by the PCC	George Blackstock	:March 2015
Public transit consumer/user with a physical disability, nominated by the PCC	Doug Weir	:March 2014
Public transit consumer/user representing the Latino community		

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

FINANCIAL IMPACT None.

SUPPORTING DOCUMENTS None.



January 2, 2014
VCAC Agenda Item 8

Action Requested: ACTION REQUIRED

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: VINE Consumer Advisory Committee
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Committee 2014 Work Plan

RECOMMENDATION

The Committee, Amend, and Adopt its 2014 Work Plan.

EXECUTIVE SUMMARY

NCTPA was created under a Joint Powers Agreement (JPA) that specifically delineates the many roles and responsibilities of the agency and its advisory bodies. In addition, each advisory committee has its own by-laws and areas of particular focus.

NCTPA staff must delineate committee objectives, maintain agency programs and complete projects within available financial and human resources. To optimize available resources, staff has developed a draft Work Plan for each committee. The supporting document contains the proposed 2014 Work Plan for VCAC's consideration. Staff has proposed the 2014 VCAC Work Plan shown on the following page.

FINANCIAL IMPACT

Is there a Fiscal Impact? No.

FINANCIAL IMPACT None.

SUPPORTING DOCUMENTS None.

Proposed 2014 VCAC Work Plan

	Item	Anticipated Date
A.	Review various transit projects	Bi-Monthly/as needed
B.	Review/propose minor changes to VINE system	Periodic/as needed
C.	Review bus stops, facilities and access issues	Periodic/as needed
D.	Receive updates on various plans and reports	Periodic Updates
E.	Review competitive grants	As needed
F.	Review applicants for VCAC	January 2014
G.	Review possible changes to Routes 10/11	March 2014
H.	Review Passenger Survey Results	March 2014
I.	Review Annual Report	March 2014
J.	Review Travel Demand Study	May 2014
K.	Review 2013/14 Budget	May 2014
L.	Nomination of Officers	September 2014
M.	Election of officers	November 2013



January 2, 2014
VCAC Agenda Item 9

Action Requested: INFORMATION

NAPA COUNTY TRANSPORTATION AND PLANNING AGENCY VCAC Agenda Letter

TO: VINE Consumer Advisory Committee (VCAC)
FROM: Tom Roberts, Manager of Public Transit
(707) 259-8778 / Email: troberts@nctpa.net
SUBJECT: Code of Conduct Policy

RECOMMENDATION

That the Committee review samples of transit Code of Conduct policies and advise staff on the formulation of a policy for the VINE family of transit services.

EXECUTIVE SUMMARY

At the November 2013 VCAC meeting the Committee considered establishing a transit rider "Code of Conduct". Staff was directed to provide examples of policies from other agencies. The following pages contain Code of Conduct policies from six different transit agencies around the country. They vary from short lists of "do's and don'ts" to complex statutory regulations and procedures.

Since the last meeting, staff has identified an old set of policies related to the VINE adopted more than a decade ago. At this time staff recommends reviewing the existing policies, compare them to the samples shown, and update where appropriate.

The Committee should be aware that not all of the items listed on the attached Codes of Conduct would be considered illegal without adopting a new law or local ordinance. Activities not currently considered a crime under the Penal Code may require approval by the State legislature. Ordinances would need to be adopted by the Board and then enforced. NCTPA doesn't currently have a police force but relies on local enforcement agencies which may impose fees to enforce an ordinance. It is staff's recommendation that the Committee focus on those items that would encourage polite and considerate behavior on buses.

The challenge for NCTPA and the Committee will be to strike a balance between efficacy and enforceability that best fits the community we serve.

FINANCIAL IMPACT Is there a Fiscal Impact? No.

FINANCIAL IMPACT None.

SUPPORTING DOCUMENTS Codes of Conduct on following pages.

VINE Transit, Napa, CA

VINE TRANSIT BUS RULES

The following behavioral rules apply to everyone riding on the VINE vehicles.

1. No smoking, gum chewing, food or drink is allowed at any time.
2. All passengers must enter the vehicle in an orderly manner and go directly to their seats.
3. Passengers should be courteous to the driver and to fellow passengers. All passengers must keep their hands to themselves and respect others.
4. Swearing or foul language will not be tolerated.
5. Physical violence is not allowed and may result in suspension or dismissal from the bus.
6. Passengers must remain seated while the vehicle is in motion and shall not obstruct the aisle with their legs, feet, bags or backpacks.
7. When reaching their destination, passengers must remain seated until the vehicle stops and only then enter the aisle and go directly to the exit.
8. No animals (other than service animals) are allowed on the vehicles.
9. Electronic devices should be kept in bag or backpack unless you have earplugs to silence the equipment.
10. Serious safety hazards can result from noise or behavior that distracts the driver. Loud talking, laughing, yelling, singing, whistling, scuffling, throwing objects, smoking, eating, drinking, standing and changing seats are **prohibited actions** which may lead to suspension or dismissal from the bus for up to 30 days.
11. No part of the body, hands, arms or head should be put out of vehicle windows at any time. Nothing should be thrown from the vehicle.
12. Passengers must not damage or deface the vehicle or tamper with vehicle equipment. Passengers must also help keep the vehicle clean.

Oneonta Public Transit, Oneonta, NY

PASSENGER CONDUCT ON THE BUS OR AT THE JOHN INSETTA TRANSPORTATION CENTER

Oneonta Public Transit wants to provide a safe and pleasant environment for all of our passengers. Please help ensure a safe and comfortable experience by being courteous and respectful to others. Please observe the transit systems rules when on the bus or at the John Insetta Transportation Center.

Passengers that are in violation of the transit system rules will be requested by authorized personnel to discontinue the misconduct or to leave the bus or the John Insetta Transportation Center. Individuals that refuse a request to leave the bus or the John Insetta Transportation Center are subject to arrest for trespassing and may be denied future access to the bus system.

Oneonta Public Transit reserves the right to monitor passenger behaviour with the use of video cameras. Passengers that engage in unacceptable behaviour may be denied bus service and/or access to the John Insetta Transportation Center.

Items NOT allowed at the John Insetta Transportation Center or on the Bus:

- ° Uncaged animals (except trained service animals)
- ° Hazardous materials – Flammable substances, corrosive agents, etc
- ° Illegal Drugs – Drugs not obtained by doctor's prescription.
- ° Weapons – Firearms, knives, etc.
- ° Bulky materials that cannot safely be carried/transported on the bus
- ° Items that may cause a hygiene problem
- ° Open alcohol, beverage, or food containers

Shirt, Footwear, and Personal Hygiene

- ° Shirt and footwear must be worn on the bus and at the John Insetta Transportation Center.
- ° Personal hygiene must be maintained in a manner that does not result in offensive odors. Passengers with poor hygiene can be denied transportation.

Oneonta Public Transit - continued

Eating, Drinking, and Music Devices

- Eating is prohibited on the bus. All trash must be taken off the bus with the passenger.
- Passengers may bring beverages in a spill proof container, such as a screw-top bottle or a cup with a secure lid.
- Open beverage cans or cups with flimsy lids are prohibited.
- Open and uncovered alcoholic containers or the consumption of alcoholic beverages is prohibited on the bus and at the John Insetta Transportation Center. They may not be left on the bus.
- Music may be played on the bus at an acceptable level * with the use of earphones only (*does not disturb the driver or other passengers).

Restricted Behavior

- Vulgar Language/Gestures
- Menacing (Stalking, Harassment, Threats, etc.)
- Vandalism
- Indecent Exposure
- Theft (This includes, but is not limited to Theft of Service.)
- Soliciting/Peddling
- Bill Posting/Leafleting

Seattle Metro, Seattle, WA

SEATTLE METRO CODE OF CONDUCT ORDINANCE

What the Code of Conduct Ordinance Applies To

Specifically, the Code of Conduct ordinance applies to all activities that occur in or on:

- Metro transit buses and vehicles
- Transit centers
- Park and ride lots
- Bus shelters
- Streetcar platforms
- Tunnel facilities
- Other passenger facilities

It only takes one person to ruin a good experience on Metro. That's why we take this Code of Conduct very seriously. The rules listed are enforceable by law. Those in violation will be asked to leave the vehicle or facility immediately. In addition, Metro Police and local law enforcement agencies can and will cite those in violation of this code.

Common Sense Guidelines

Ride Right.

Metro's Code of Conduct can be summed up with the following common-sense guidelines:

- Pay the right fare
- Respect other passengers' privacy
- Do not cause safety problems
- Use headphones
- No eating, smoking or littering
- No alcoholic beverages
- Do not harass driver or other riders
- Do not lie down on the seats
- Respect transit property
- Use Metro services and facilities for transportation purposes only

Seattle Metro - continued

Anyone in violation of the actions below may be asked to leave the Metro vehicle or facility, and risk suspension of their privileges to use Metro transit or enter transit property.

We appreciate your help in abiding by these rules. And we thank you for doing your part to "ride right".

How You Can Help

- If you see a problem on the bus, tell the driver. Please remember that safety and security problems are treated with higher priority. See "Role of the Driver" below for more information on the decision-making process that drivers follow when responding to problems.
- If situations prevent you from alerting the driver and you see a serious crime being committed or a medical emergency, call 9-1-1 to report the problem when it's safe to do so.
- BE PREPARED to give the bus route number and direction the bus was traveling. The "coach number" also helps identify the bus. Inside the bus, the coach number appears in the right front corner, opposite the driver. On the outside of the bus, the coach number appears on the outer corners. It is a three or four-digit number.

We appreciate your help in abiding by these rules, and thank you for doing your part to "**ride right.**"

The Metro Code of Conduct is detailed in the following two lists which are organized by civil penalties and criminal penalties.

Civil Penalties

Infractions can result in a citation and fine up to \$250.

1. Allowing any animal to occupy a seat on transit property, to run at large without a leash, to unreasonably disturb others, or obstruct flow of passenger or bus traffic. An animal may occupy a passenger's lap while in a transit vehicle or facility.
2. Allowing his or her animal to leave waste on transit property.

Seattle Metro - continued

3. Roller-skating, roller-blading or skate-boarding.
4. Riding a bicycle, motorcycle or other vehicle except for the purpose of entering or leaving passenger facilities on roadways designed for that use. In tunnel facilities bicycles must be walked at all times and may not be transported on escalators (excludes police and authorized county employees).
5. Eating or drinking, with the following exceptions. Consuming food and drinking nonalcoholic beverages is permitted on the mezzanine and exterior plaza levels of tunnel stations and the exterior areas of other passenger facilities. Also, drinking a nonalcoholic beverage from a container designed to prevent spillage is permitted on transit property and the bus.
6. Bringing onto a transit passenger vehicle any package or other object which blocks an aisle or stairway or occupies a seat if to do so would, in the operator's sole discretion, cause a danger to, or displace, passengers or expected passengers.
7. Operating, stopping, standing or parking a vehicle in any roadway or location restricted for use only by transit vehicles or otherwise restricted.
8. Engaging in public communications activities or commercial activities except as authorized under King County Code 28.96.020 through 28.96.210
9. Riding transit vehicles or using benches, floors or other areas in tunnel and other passenger facilities for the purpose of sleeping rather than for their intended transportation-related purposes.
10. Camping in or on transit property; storing personal property on benches, floors or other areas of transit property.
11. Entering or crossing the transit tunnel roadway or transit vehicle roadways in and about other passenger facilities, except in marked crosswalks or at the direction of county or public safety personnel.
12. Extending an object or a portion of one's body through the door or window of a transit vehicle while it is in motion.

Seattle Metro - continued

13. Hanging or swinging on bars or stanchions, with feet off the floor, inside a transit vehicle or other transit property; hanging onto or otherwise attaching oneself at any time to the exterior of a transit vehicle or other transit property.
14. Engaging in any sport or recreational activities on transit property.
15. Parking a vehicle in an approved parking area on transit property for more than seventy-two consecutive hours.
16. Using a transit facility for residential or commercial parking purposes.
17. Performing any non-emergency repairs or cleaning of a vehicle parked on transit property.
18. Conducting driver training on transit property.
- 19.

Criminal Penalties

Misdemeanors can result in a citation and fine up to \$1,000, and/or arrest and imprisonment in the county jail for not more than ninety (90) days.

1. Smoking or carrying a lighted or smoldering pipe, cigar or cigarette while in a transit vehicle or on the platform or mezzanine areas of the tunnel.
2. Discarding litter other than in designated receptacles.
3. Playing a radio, tape recorder, audible game device or any other sound producing equipment, except when the equipment is connected to earphones that limit the sound to the individual listener. However, the use of communication devices by county employees, county contractors or public safety officers in the line of duty is permitted, as is the use of private communication devices used to summon, notify or communicate with other individuals ("pagers", "portable telephones".)
4. Spitting, expectorating, urinating or defecating except in restroom facilities.
5. Carrying flammable liquids, flammable or nonflammable explosives, acid or any other article or material of a type or in a manner that is likely to cause harm to others. However, cigarette, cigar or pipe lighters, firearms,

Seattle Metro - continued

6. Weapons, and ammunition may be carried if in a form or manner that is not otherwise prohibited by law or ordinance.
7. Intentionally obstructing or impeding the flow of transit vehicle or passenger movement, hindering or preventing access to transit property, causing unreasonable delays in boarding or deboarding, reclining or occupying more than one seat, or in any way interfering with the provision or use of transit services.
8. Unreasonably disturbing others by engaging in loud, raucous, unruly, harmful, abusive or harassing behavior.
9. Defacing, destroying or otherwise vandalizing transit property or any signs, notices or advertisements on transit property.
10. Drinking an alcoholic beverage or possessing an open container of an alcoholic beverage. However, possessing and drinking an alcoholic beverage is not prohibited in the tunnel facilities if authorized as part of a scheduled special event for which all required permits have been obtained and when said facilities are not in use for transit purposes.
11. Entering nonpublic areas, including but not limited to tunnel staging areas and equipment rooms, except when authorized by the director or when instructed to by county or public safety personnel.
12. Dumping any materials whatsoever on transit property, including but not limited to chemicals and automotive fluids.
13. Throwing an object at transit property or at any person on transit property.
14. Failing to present a valid, unexpired pass, transfer or ticket or otherwise failing to pay the appropriate fare as required under county ordinance.
15. Possessing an unissued transfer or tendering an unissued transfer as proof of fare payment.

Seattle Metro - continued

16. Falsely representing oneself as eligible for a special or reduced fare or obtaining any permit or pass related to the transit system by making a false representation.
17. Falsely claiming to be a transit operator or other transit employee; or through words, actions and/or the use of clothes, insignia or equipment
18. resembling department-issued uniforms and equipment, creating a false impression that he or she is a transit operator or other transit employee.
19. Bringing onto transit property odors which unreasonably disturb others or interfere with their use of the transit system, whether such odors arise from one's person, clothes, articles, accompanying animal or any other source.
20. Engaging in gambling or any game of chance for the winning of money or anything of value.
21. Discharging a laser-emitting device on a transit vehicle, directing such a device from a transit vehicle toward any other moving vehicle or directing such a device toward any transit operator or passenger.

Greater Peoria Mass Transit District Peoria, IL

DISRUPTIVE PASSENGER CONDUCT POLICY

PURPOSE

Greater Peoria Mass Transit District ("GPMTD") provides public transportation that is open to all members of the public, without regard to race, sex, religion, disability, age, national origin, pregnancy, gender, sexual orientation, income level, or any other personal factor ("Personal Characteristics"). It is expected that GPMTD personnel will treat all of its passengers with dignity and respect. However, from time to time, there are situations when a passenger's conduct is so disruptive or offensive that it threatens the welfare, comfort and safety of the passengers and GPTMD drivers and/or the safe operation of the Transit System. In such circumstances, GPMTD reserves the right to suspend and/or terminate a passenger's riding privileges. This policy has been established to protect the welfare of, and to assure the safety and comfort for, the general public riding GPTMD vehicles or on GPTMD property and to protect the continuing safe operation of the Transit System.

Occasionally there are times when a passenger's conduct on a bus is, or becomes, extremely offensive and/or disruptive to the other passengers or to the driver, so that this passenger's conduct threatens the safety of the passengers and the safe operation of the Transit System.

Some examples of offensive behavior include, but are not limited to:

- Any illegal activity
- Violence or threats of violence
- Displaying a weapon
- Unwelcome physical contact
- Damaging another's property or the bus
- Shouting, profanity, and unruly behavior
- Use of drugs or alcohol on the bus
- Being intoxicated from use of drugs or alcohol
- Spitting or relieving oneself on the bus
- Failure to comply with GPTMD "Rules of the Road" after notice of the violation

Peoria Mass Transit District - continued

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and the safe operations of the Transit System. Care should be taken by GPMTD employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The bus operator should request police and/or supervisory assistance when the situation warrants.

These situations shall be handled in a consistent manner, without regard to any Personal Characteristics of the individual(s) involved. The bus operator shall document all incidents involving disruptive passengers via GPMTD Incident/Accident Report.

Disruptive passengers will generally be handled in the following manner:

- After the first incident, a written warning may be issued to the passenger by the Director of Operations, warning of a potential service suspension or service termination for the passenger for and upon any future disruptive incident by the passenger.
- After the second incident, a final written warning will be issued to the passenger by the Director of Operations, warning of a service suspension or service termination for the passenger for and upon the passenger's next disruptive incident.
- After the third or successive incident or upon a prior incident if warranted as set forth below, the GPMTD General Manager may issue a service suspension or service termination. GPMTD may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a GPMTD vehicle or the safe operation of the Transit System. Only the General Manager may issue a service suspension or service termination. A bus operator may temporarily deny service in an emergency situation only. In these extremely rare situations, dispatch should be contacted immediately.

Passengers who receive a written warning of any kind from GPMTD may, within thirty (30) days of the date of the written warning, file a written response with

Peoria Mass Transit District - continued

GPMTD and request, in writing, to meet with the Director of Operations to discuss and review the incident. The Director of Operations shall meet with the passenger upon timely receipt of a written request.

It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based on a review of these factors. Every effort will be made to mitigate the circumstances when possible. !! must be noted that under serious circumstances. a suspension or termination of services may be issued after the first or second incident.

SERVICE SUSPENSION/TERMINATION

Should a service suspension or service termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a "Letter of Suspension/Termination" will be sent documenting the reasons for and conditions of the service denial, and shall include the individual's right to appeal, if any, and the requirements to file an appeal.

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to GPMTD board of trustees by submitting a written request for an appeal. The written request must be received by GPMTD within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the executive committee of GPMTD board of trustees will schedule an appeal hearing with the individual as soon as possible. Every effort will be made to schedule the hearing within a two-week period following receipt of the request. Upon the conclusion of the appeal hearing, GPMTD board of trustees will render a decision on the appeal at the next board meeting.

Triangle Transit, Durham, NC

RULES OF CONDUCT

I. Purpose

Triangle Transit has established this Rules of Conduct and Exclusion Policy to outline conduct deemed inappropriate inside and outside areas of Triangle Transit property, bus shelters, bus stops, transfer points, and on buses. This policy also details the procedures for passenger exclusions and appeals.

II. Definitions

Facilities- means all property and equipment of Triangle Transit, including, without limitation, inside and outside areas of property, bus shelters, bus stops, transfer points, signage and buses used to provide public transportation service. No individual may engage in inappropriate conduct on, at or in public transportation facilities.

Inappropriate Conduct- is any conduct that is disruptive or injurious to other individuals' lawfully using Triangle Transit facilities or services; damaging or destructive to transit facilities or services; or disruptive, harassing, or threatening transit employees. Inappropriate conduct may also constitute a violation of an ordinance or criminal law. Not charged or convicted by Law Enforcement of an incident of inappropriate conduct does not bar investigation and/or exclusion under this policy.

Excluded-means an individual may not enter or remain on Triangle Transit property and equipment used to provide public transportation services.

Assault-North Carolina General Statute defines assault as (a) An unlawful threat or attempt to do bodily injury to another, (b) The act or an instance of unlawfully threatening or attempting to injure another.

III. Authorizations

Triangle Transit Operators/Supervisors- Any individual observed engaging in the inappropriate conduct may be told by a bus Operator or Supervisor or other authorized individual to leave the facilities immediately. An individual who declines to leave the facilities after being ordered to do so is subject to arrest and prosecution for trespassing and/or disorderly conduct.

Triangle Transit - continued

IV. Levels of Inappropriate Conduct

Inappropriate conduct will be categorized in Levels I, II, and III. Level I offenses will result in exclusion from transit facilities and/or services for not less than 30 days or more than 3 months. Level II offenses will result in exclusion from transit facilities and/or services for not less than 90 days or more than 6 months. Level III offenses will result in exclusion from transit facilities and/or services for not less than 180 days or permanently based on severity. Further legal action may be taken as applicable and appropriate for Level III offenses. The levels of inappropriate conduct are as follows:

A. Level I Offenses

1. Refusing to vacate designated wheelchair areas and/or seating for senior citizens and people with disabilities on the bus.
2. Using profanity, smoking , eating or drinking on the bus (Note: Items in closed containers are permitted)
3. Using an audio device (e.g. portable radio, tape, CD player, TV, etc.), unless such equipment is used with earphones so that sound is limited to person's own listening.
4. Standing in front of the yellow standee line at the front of the bus near the driver's seat or leaning on the rear doors.
5. Bringing any animal on buses un-caged or caged, except service animals that assist those with disabilities.
6. Bringing on-board any large articles, packages, baggage, non-collapsible strollers or baby buggies which block the aisle and restrict the free movement of passengers.
7. Engaging in indecent, profane, boisterous, unreasonably loud, demeaning, and disrespectful to Triangle Transit employees, contractors, and/or passengers.
8. Engaging in unauthorized canvassing, selling, soliciting or distributing any material on-board buses or at the transfer facility.
9. Boarding unattended minors: children five years of age and under must be closely accompanied at all times by an older responsible individual.
10. Roller-skating, roller-blading, or skateboarding on buses or at the transfer facility.
11. Hanging or swinging from stanchions or other bus equipment with feet off the floor.

Triangle Transit – continued

12. Hanging out, reaching out, or putting anything out of bus windows.
13. Willfully refusing to pay a fare, or show appropriate identification or fare media to the bus operator.

14. Misuse of fare media, including counterfeit or stolen fare media.
15. Obstructing or interfering with the Bus Operator's safe operation of the bus.
16. Otherwise disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of buses for their intended purpose

B. Level II Offenses

1. Smoking or carrying a lighted or smoldering pipe, cigar, or cigarette on the bus or inside the transfer facility (this includes electronic cigars or cigarettes).
2. Fighting
3. Behavior that is disruptive, harassing, or threatening in nature to Triangle Transit passengers or employees. This includes following or stalking passengers or employees.
4. Causing sounds that are unreasonable and highly disruptive of other individuals using Triangle Transit facilities or services, including but not limited to: prolonged loud, abusive, indecent, profane or drunken conduct.
5. Drinking alcoholic beverages or possessing open containers of alcoholic beverages.
6. Otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit facilities for their intended purpose.

C. Level III Offenses

1. Bringing any items of a dangerous nature on-board buses including: weapons (pistols, rifles, knives or swords); flammable liquids; dangerous, toxic or poisonous substances; vessels containing caustic materials, chemicals, acids or alkalis; sheet glass and sharp objects.
2. Stealing or willfully damaging, defacing or destroying Triangle Transit property. Triangle Transit will press charges of anyone who steals or willfully damages, defaces or destroys Triangle Transit property.
3. Lighting an incendiary device on the bus (e.g. match, lighter, torch).
4. Indecent exposure and/or any form of onanism.

Triangle Transit - continued

5. Filing fraudulent claims about injury sustained on a Triangle Transit vehicle or at the transfer station.
6. Entering or remaining on Triangle Transit buses after having been notified by an authorized individual not to do so, or boarding or remaining on Triangle Transit buses during the period when an individual has been banned from the premises.
7. Spits or expectorates on or at bus operators, terminal employees, or Triangle Transit passengers.
8. Assault or threat of assault on a Triangle Transit Operator or passenger.

V. Transit Exclusion Procedure

In the event that it is determined that an individual should be excluded from Triangle Transit facilities and/or services, the process is as follows:

- a. Authorized Triangle Transit personnel will issue a written exclusion letter indicating the reasons for the exclusion, the duration of the exclusion, and the facilities and/or services to which the exclusion order applies. If continued use of transit facilities and/or services is made subject to safety conditions or restrictions (e.g., presence of a parent or guardian in the case of a juvenile; accompaniment by a personal care attendant or aide), a conditional exclusion letter may be issued specifying that the individual will be subject to exclusion unless the imposed restrictions are followed.
- b. The letter shall also advise the individual of his/her right to appeal the decision and include a copy of the appeal procedure.
- c. If an appeal is not filed by the excluded party within 10 days from the commencement of the exclusion to Customer Relations Administrator, then the right to appeal is considered waived.

VI. Appeal Procedure

- a. If the aggrieved person/s appeals the exclusion, he/she must submit an appeal in writing to the Customer Relations Administrator to rescind or alter the terms of the exclusion. Appeals can be mailed to PO BOX 13787 RTP, North Carolina 27709. The Customer Relations Administrator shall review and may reconsider or modify the decision to exclude an individual, following investigation of the matter and shall specify in writing within fourteen (14) business days of receipt of the appeal

Triangle Transit - continued

the reasons for rescission or modification, if applicable, to the grievant.

b. The appeal shall contain a) a copy of the exclusion notice and b) a statement of the reason why the exclusion is improper or should be altered.

c. Should the excluded person wish to appeal the decision of the Customer Relations Administrator, he/she may forward the appeal to the Operations Manager.

d. For those requesting a hearing in person before the Operations Manager, the Customer Relations Administrator or designee will schedule a hearing within 10 days following receipt of the appeal.

e. The hearing shall be conducted as follows: a) presentation of documents and testimony supporting the exclusion, and b) presentation of documents and testimony opposing the exclusion. The Operations Manager or designee may question those providing testimony and may tape record the proceedings.

f. Any decision levied by the Operations Manager will be in writing and shall be final.

VIII. Notice

In addition to outlining the appeals process on the Exclusion Notice, Triangle Transit will mail a copy of the entire Appeal Policy to persons issued Exclusion Notices who provide a mailing address. A copy of this policy is also available for review at Triangle Transit's transfer center located at 901 Slater Road, Durham, North Carolina 27703 and www.triangletransit.org.

San Luis Obispo Regional Transit Authority, CA

POLICY AND PROCEDURES GOVERNING PASSENGER CONDUCT

ARTICLE I, PURPOSE

Behavior on transit property is governed by California Penal Code 640 and other statutes. The purpose of this document is to establish the San Luis Obispo Regional Transit Authority (RTA) policy and procedures governing passenger conduct on RTA property and associated limitations on access to RTA property as a result of infractions of acceptable conduct as described herein.

ARTICLE II, BACKGROUND

RTA is the intercity fixed route and demand response public transit service provider in San Luis Obispo County. RTA is a qualified Federal Transit Administration grantee, and works closely with the San Luis Obispo Council of Governments to plan for Federally-funded public transit services in the region. RTA's role as a public agency is to treat all citizens, groups, and political jurisdictions equally.

Proper passenger behavior on RTA property is essential for providing quality service to the members of our community and for ensuring safety for all transit patrons and RTA employees. Establishing a passenger code of conduct and an associated disciplinary process is a necessary component to maintain the existing high levels of service for all transit patrons.

RTA is governed by its 12-member Board of Directors, comprised of the five San Luis Obispo County Supervisors and elected officials from Arroyo Grande, Atascadero, Grover Beach, Morro Bay, Paso Robles, Pismo Beach and San Luis Obispo. The Board is charged with budget-making and policy development responsibilities.

ARTICLE III, DEFINITIONS

1. "RTA property" means the vehicles, bus stops and other public transportation system facilities owned, leased or operated by RTA. "Public transportation system" is defined by Section 99211 of the Public Utilities Code.
2. "RTA employee" means all duly authorized RTA staff members, including drivers, supervisors, managers and contracted employees.

San Luis Obispo Regional Transit Authority - continued

ARTICLE IV, SUSPENDABLE BEHAVIOR

Table 1 lists activities and descriptions of behaviors that are either expressly prohibited or allowed on RTA property. Unless otherwise deemed a “Major Infraction” below, suspendable behavior will be considered a “Minor Infraction.”

Table 1 – RTA Passenger Code of Conduct

Type of Conduct	Transit Vehicles	Passenger Facilities
(1) Displaying or offering for sale, selling, or distributing goods or services.	Prohibited, except by written agreement	Prohibited, except by written agreement
(2) Distributing literature.	Prohibited	Prohibited
(3) Posting or affixing leaflets or signs to transit property.	Prohibited	Prohibited
(4) Performing instrumental/vocal music.	Prohibited	Allowed
(5) Transporting animals.	Prohibited, except in a secure container, or a service animal as defined in 49 CFR Section 37.3	Prohibited, except in a secure container, or a service animal as defined in 49 CFR Section 37.3
(6) Skateboarding, roller skating, bicycle riding, or rollerblading in a system facility, vehicle, or parking structure ^[1] .	Prohibited	Prohibited
(7) Drinking non-alcoholic beverages or eating.	Prohibited, except drinking from a container with an	Allowed

	attached lid designed to prevent spillage when held upside down	
(8) Drinking alcoholic beverage or possessing an open container of same. (MAJOR INFRACTION)	Prohibited	Prohibited
(9) Willfully blocking the free movement of another person in or on RTA property, including placing objects that block aisles, stairways or seats[2].	Prohibited, except at driver's discretion if space allows; strollers must be folded prior to boarding	N/A
(10) Loitering or storing personal property[3].	Prohibited	Prohibited
(11) Extending anything out windows or doors of moving bus.	Prohibited	N/A
(12) Hanging off or swinging from bars or stanchions (except when standing-only conditions apply).	Prohibited	Prohibited
(13) Smoking.	Prohibited	Prohibited
(14) Littering.	Prohibited	Prohibited
(15) Using sound-producing equipment (use of headphones is permissible if others cannot hear the output).	Prohibited	Prohibited
(16) Spitting, urinating or defecating[4]; or creating unsanitary conditions through presence of blood, urine, feces, vomit, or other bodily fluids. (MAJOR INFRACTION)	Prohibited	Prohibited
(17) Carrying an explosive or acid, flammable liquid, or toxic or hazardous	Prohibited	Prohibited

material in or on RTA property. (MAJOR INFRACTION)		
(18) Interfering with the provision of transportation services (i.e., failure to properly board or alight, blocking progress of a transit vehicle, disturbing the driver, etc.).	Prohibited	Prohibited
(19) Willfully disturbing others in or on RTA property by engaging in boisterous or unruly behavior.	Prohibited	Prohibited
(20) Defacing, destroying or otherwise vandalizing transit property or any sign, notices or advertisements thereon. (MAJOR INFRACTION)	Prohibited	Prohibited
(21) Throwing objects at RTA property or at persons in or on transit property. (MAJOR INFRACTION)	Prohibited	Prohibited
(22) Failure to pay the appropriate fare or present a valid pass, willfully presenting an invalid pass or transfer, or failure to surrender an invalid pass if demanded by an authorized RTA employee. (MAJOR INFRACTION)	Prohibited	Prohibited

(23) Misrepresenting oneself as eligible for special or reduced fares or transfers ^[5] . (MAJOR INFRACTION)	Prohibited	Prohibited
(24) Failure to follow lawful direction from an RTA employee.	Prohibited	Prohibited
(25) Bringing onto RTA property odors which unreasonably disturb others or interfere with their use of the RTA system, whether such odors arise from one's	Prohibited	Prohibited

person, clothes, articles, accompanying animal or any other source.		
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ARTICLE V, CONSEQUENCES OF VIOLATING CODE OF CONDUCT

In addition to the types of suspendable behavior described above, criminal conduct, including but not limited to, assault, disorderly conduct, and illegal drug use, are prohibited on all RTA property. If any criminal conduct is observed, RTA will contact the appropriate law enforcement department within the jurisdiction in which the offense has occurred.

In addition to civil and criminal penalties, violators of the RTA Code of Conduct policies and/or any other applicable laws may be subject to immediate denial of RTA service and possible suspension of RTA service in the future as described in Table 2 below. Additionally, RTA reserves the right to seek an immediate restraining order against accused violators deemed by the RTA Executive Director to pose a legitimate threat to the safety or welfare of RTA staff or riders.

Immediate suspension of RTA service may be affected by a law enforcement officer or any authorized RTA employee. Failure to comply with denial of service or suspension of service shall be grounds for criminal trespass prosecution. For initial minor infractions, patrons of RTA service who have been denied service or suspended must petition (either verbally or in writing) to the RTA Operations Manager in order to resume transit service privileges. The RTA Operations Manager will respond in writing (using US Postal Service Certified Mail) within five business days with details on the date riding privileges will be reinstated.

For repeat or major offenders, the RTA Operations Manager shall issue a written notice stating the cause and duration of the suspension and the process for requesting review. Suspension shall be in effect upon issuance of the notice and shall remain in effect during any review process.

Within ten business days after issuance of a service suspension notice, the offender may deliver to the RTA Operations Manager a written request for review of the suspension and an opportunity to present reasons for reconsideration of the suspension. Within ten business days after receiving a request for review, the RTA Executive Director shall set a telephonic or in-person hearing to review the RTA Operations Manager’s decision with the offender. The hearing shall be held within ten business days following the request for a hearing. The RTA Executive

San Luis Obispo Regional Transit Authority – continued

Director then shall decide to affirm or reverse the suspension within ten days following the public hearing. The RTA Executive Director’s decision shall be final.

Table 2 – Disciplinary Actions

Type	Disciplinary Action	Disciplinary Review Process to Return Service Privileges
(1) 1st Infraction (Minor)	Immediate denial of service	Petition RTA Operations Manager
(2) 2nd Infraction (Minor)	Same as (1), plus: suspension of service privileges for a period not to exceed seven days	Petition RTA Operations Manager
(3) 3rd Infraction (Minor) or 1st Infraction (Major)	Same as (1), plus: suspension of service privileges for no less than seven days and no longer than 30 days	Hearing by RTA Executive Director after disciplinary process
(4) 4 th or greater Infraction (Minor), 2nd or greater Infraction (Major), or criminal behavior	Same as (1), plus: suspension of service privileges for 180 calendar days	Hearing by Executive Director after disciplinary process

[1] This paragraph does not apply to an activity that is necessary for utilization of the transit facility by a bicyclist, including, but not limited to, an activity that is necessary for parking a bicycle or transporting a bicycle aboard a transit vehicle, if that activity is conducted with the permission of RTA in a manner that does not interfere with the safety of the bicyclist or other patrons of the transit facility.

[2] This paragraph shall not be interpreted to affect any lawful activities permitted or first amendment rights protected under the laws of this state or applicable federal law, including, but not limited to, laws related to collective bargaining,

San Luis Obispo Regional Transit Authority – continued

labor relations, or labor disputes.

[3] Loitering is defined as riding the same bus in excess of one continuous trip or remaining on RTA property for more than two successive hours.

[4] This paragraph shall not apply to a person who cannot comply with this paragraph as a result of a disability, age, or a medical condition.

[5] In the event that an eligible discount fare rider is not in possession of acceptable proof at the time of request, any suspension of service shall be postponed for a period of 72 hours to allow the user to produce acceptable proof to the RTA Operations Manager. If the proof is provided, the suspension shall be voided. If the proof is not produced within that time period, the suspension will be enforced.

FAST, Fairfield, CA

SUSPENDIBLE CONDUCT POLICY FOR FIXED ROUTE AND DART PARATRANSIT*

FAST will not provide transit services to passengers who have exhibited behavior that is violent, seriously disruptive, or illegal (hereinafter referred to as "Suspendible Conduct"). Suspendible Conduct includes, but is not limited to, the following conduct:

- Threats of physical harm to other passengers, bus operators, or any other service personnel;
- Physical assault or battery on the bus operator or other passengers;
- Verbal abuse, including the use of profanity, intimidation, or altercation with the bus operator or other passengers;
- Failure to obey a bus operator's lawful direction;
- Harassment of bus operator or other passengers;
- Damage to vehicle equipment;
- Repeated violation of riding rules, including smoking in the vehicle, eating, or drinking on the vehicle;
- Failure to maintain reasonably acceptable personal hygiene standards, which could expose passengers and bus operators to health and safety risks; and
- Any criminal conduct prohibited by the California Penal Code.

Service will immediately be suspended to passengers who engage in Suspendible Conduct, and a notice of suspension will promptly be mailed to the passenger. FAST shall conduct an investigation of the Suspendible Conduct that shall include interviewing the passenger and/or other passengers present and/or involved in the Suspendible Conduct and reviewing surveillance video footage. FAST shall make a determination regarding the length of the suspension within ten (10) calendar days from the date of the incident resulting in the suspension. In determining the length of the suspension and the conditions for the

FAST - continued

reinstatement of the suspended passenger's riding privileges, FAST staff shall consider the cause of the Suspendible Conduct and FAST staff's ability to resolve the matter in conjunction with the suspended passenger and/or the other parties involved to ensure that the Suspendible Conduct will cease. Past incidents of Suspendible Conduct will also be considered in determining the length of the suspension.

Passengers may present information opposing the suspension of their service by contacting the FAST office. Information concerning the passenger's right to present information will be included in the notice of suspension.

Suspendible Conduct that is determined to be due to a disability of the passenger may not result in a suspension. However, FAST may require the passenger to travel with a self-provided Personal Care Attendant (PCA).

When service is reinstated for an individual whose service had been suspended for violation of this Policy, the individual's behavior will be monitored for a period of sixty (60) days to determine that the individual can control his/her behavior. If Suspendible Conduct reoccurs, the individual may be required to travel with a self-provided PCA or transit services may be suspended.

*Suspendible Conduct Policy is in accordance with Section 37.5 (h) of the ADA regulations.

