



Passenger Code of Conduct

POLICY

Mason City Transit is concerned about the security and safety of the travelling public and its transit drivers. We believe that it is the obligation of each and every member of the travelling public to contribute to the safety of the transit system by refraining from inappropriate behavior/conduct, threats, violence and/or any activities that may provoke violence. Mason City Transit buses and facilities are for everyone; however, some activities that disrupt the safety, order, or rights of other passengers will not be tolerated. To this end, a standard of conduct is expected from every patron of the transit system, whether on a transit bus, at a transit stop or at the transit station. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose privilege of using Mason City Transit services.

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 such as gesturing signs, or warnings of violence, or the announcement of any types 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.

A Mason City Transit vehicle operator may use their sole discretion in determining the level of violations for any/all other inappropriate behavior(s)/conduct that are not listed below. Video/audio surveillance may also be utilized in any event to make a determination on the behavior or conduct in question.

TYPICAL MINOR VIOLATIONS (may result in temporary suspension of a passenger's privileges to use Mason City Transit services.)

- Talking too loudly
- Trying to distract driver's attention

- Crossing the “standee line” before the transit vehicle stops
- Loud music
- Inconsiderate cell phone usage
- No shirts/shoes
- Eating or drinking while on the transit vehicle
- Discarding litter in non-designated receptacles
- Hanging on bars or handrails

TYPICAL MAJOR VIOLATIONS (may result in temporary or permanent suspension of a passenger’s privileges to use Mason City Transit services.)

- Physical violence, intimidation and/or harassment towards another passenger or transit driver is strictly prohibited
- Participation of 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 or around transit facilities/properties
- Possession of a weapon on or around transit facilities /properties
- Pushing or jostling when getting on or off the transit vehicle
- 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
- Entering or failing to depart a transit vehicle when ordered not to do so by the transit driver or transit staff
- 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. Littering or creating unsanitary conditions is cause for removal
- Use of tobacco or smoking on a transit vehicle
- Spitting
- Failure to follow direction from the transit driver
- Public Intoxication
- Unsanitary health conditions and/or personal hygiene including but not limited to bodily fluids, open wounds and any types of bloodborne pathogens

PROCEDURE

A range of consequences and/or actions will be used to address non-compliance with appropriate Passenger Code of Conduct. Mason City Transit staff is responsible for writing up an incident report about inappropriate behavior on transit facilities/properties. Transit drivers are responsible for reporting any incidents that take place while in their presence. The Transit Operations & Safety Manager will determine the level of violation and consequences and/or actions that includes 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 and report to office.

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 – Will follow the consequences of a first major violation.

Major Violations of conduct rules are handled as follows:

First Offense - Riding privileges will be suspended for two weeks from the transit system at the discretion of the Transit Operations & Safety Manager. When suspended, the offender(s) is not allowed to ride any transit vehicle or be on any transit properties. 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. Transit manager prepares a written letter of suspension for transit riding privileges. The letter should state why the passenger was suspended, any documented history of disruptive behavior, and the length of the suspension. In the event that an individual has conducted a major violation that is determined to be (acts of physical violence, possession of any weapons, drug activities, or any damage to Mason City Transit property) that individuals' privilege to use the transit system will be permanently terminated.

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 will be suspended for a period of 6 months, and/or have all transit riding privileges permanently terminated.

Appeal

Any person suspended or excluded from Mason City Transit services or facilities, or that person's representative, may appeal the suspension or exclusion. Appeals must be in writing and submitted to the Mason City Transit office within ten (10) days of the date of this letter. All requests must be signed and dated when filed by an individual or representative.

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