

Operating Policies

SLO Transit - Passenger Code of Conduct

(Title)

EFFECTIVE DATE:	06/26/2000
APPROVED BY:	
SECTION:	TRANSIT
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POLICY

OBJECTIVE

To establish guidelines on proper passenger code of conduct and behavior on the SLO Transit bus system and public facilities and establish a disciplinary procedure for problem passengers.

SUMMARY

A. GENERAL

Proper passenger behavior on the City of San Luis Obispo Transit system is essential for providing quality service to the members of our community and ensuring safety for all transit patrons. Establishing a code of conduct for passengers of the SLO Transit system and associated disciplinary process is a necessary component to maintain the existing high levels of service for transit patrons.

B. ADMINISTRATOR

The administrator of the SLO Transit Code of Conduct is the City of San Luis Obispo Transit Manager under the authority of the Director of Public Works.

C. CODE OF CONDUCT

Table 1 lists activities and descriptions of behavior that are prohibited, restricted and/or allowed on the SLO Transit system and public facilities. Interpretations of the guidelines are at the discretion of the Transit Manager and are subject to appeal through the procedures established under Section D.

Table 1 – SLO Transit Passenger Code of Conduct

	Transit Vehicles	Passenger Facilities
(a) Commercial Activities		
(1) Displaying or offering for sale, selling, or distributing goods or services	Prohibited except by written agreement by Department of PW	Prohibited except by written agreement by Department of PW



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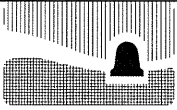
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Table 1 (con't) - SLO Transit Passenger Code Of Conduct

	Transit Vehicles	Passenger Facilities
(b) Public Communications Activities		
(1) Distributing literature	Prohibited	Allowed
(2) Posting or affixing leaflets or signs to parked cars or transit facilities	Prohibited	Prohibited
(3) Performing instrumental/vocal music	Prohibited	Allowed

(c) Other Activity or Conduct		
(1) Transporting animals	Prohibited, except in a secure container, or a service animal on a short, secure restraint	Prohibited, except in a secure container, or a service animal on a short, secure restraint
(2) Roller skating, in-line skating, or skateboarding	Prohibited	Prohibited
(3) Drinking nonalcoholic beverages or eating	Prohibited, except drinking from a container with an attached lid designed to prevent spillage	Allowed
(4) Drinking alcoholic beverage or possessing an open container of same	Prohibited	Prohibited
(5) Carrying objects blocking aisle or stairway or occupying seat	Prohibited, except at driver's discretion if space allows; strollers must be folded prior to boarding	N/A
(6) Using transit properties for purpose of sleeping	Prohibited	Prohibited
(7) Camping or storing personal property (camping is defined as riding the same bus in excess of one continuous hour)	Prohibited	Prohibited
(8) Extending anything out window or doors of moving bus	Prohibited	N/A
(9) Hanging or swinging off bars or stanchions (except when standing only conditions apply)	Prohibited	Prohibited
(10) Attaching oneself to exterior of bus or building	Prohibited	Prohibited
(11) Smoking	Prohibited	Prohibited
(12) Littering	Prohibited	Prohibited



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Table 1 (con't) - SLO Transit Passenger Code Of Conduct

(13) Use of sound producing equipment except with headphones, and except for beepers and portable phones	Prohibited	Allowed at the discretion of the Transit Manager
(14) Spitting, urinating or defecating; or creating unsanitary condition through presence on person of blood, urine, feces, vomit, or other bodily fluids	Prohibited	Prohibited
(15) Carrying of explosives, flammable, caustic or other harmful material, or weapons	Prohibited	Prohibited
(16) 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
(17) Unruly behavior, unwelcome physical contact, profane or threatening verbal contact with passengers or driver	Prohibited	Prohibited
(18) Defacing, destroying or otherwise vandalizing transit property or any sign, notices or advertisements thereon	Prohibited	Prohibited
(19) Throwing objects at transit property or at person in or on transit property	Prohibited	Prohibited
(20) Failure to pay appropriate fare, presenting invalid pass or transfer, or failure to properly present pass, failure to surrender pass if demanded by an authorized SLO Transit representative	Prohibited	Prohibited
(21) Misrepresenting oneself as eligible for special or reduced fare or transfer	Prohibited	Prohibited
(22) Failure to follow direction from driver or other authorized SLO Transit personnel	Prohibited	Prohibited
(23) Bringing onto SLO Transit property odors which unreasonably disturb others or interfere with their use of the SLO Transit system, whether such odors arise from one's person, clothes, articles, accompanying animal or any other source	Prohibited	Prohibited

Items in bold face indicate potential "Major" Infractions (see Table 2)

**SLO Transit - Passenger Code of Conduct****D. DISCIPLINE**

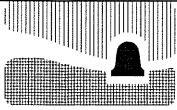
In addition to the above-proscribed conduct, criminal conduct, including but not limited to, assault, disorderly conduct, and illegal drug use, are prohibited on all SLO Transit properties. The San Luis Obispo Police Department will be contacted if SLO Transit personnel observe such conduct.

In addition to civil and criminal penalties, violators of the Code of Conduct and any other applicable laws may be subject to immediate denial of service, suspension of privilege to enter or use SLO Transit properties. Transit properties include all vehicles and facilities used in the SLO Transit system.

Immediate denial of service may be effected by a San Luis Obispo police officer, the Transit Manager, authorized SLO Transit personnel including drivers, or authorized personnel of a contract service provider. Failure to comply with denial of service or suspension of privilege to enter or use SLO Transit properties shall be grounds for criminal trespass prosecution. For initial minor infractions, patrons of the SLO Transit service who have been denied or removed from service must petition (either verbally or in writing) to the SLO Transit General Manager of Operations. The General Manager shall establish proper guidelines and probationary review for the patron's return to the transit system. Unless passenger conduct warrants special consideration, the following disciplinary actions are recommended for repeat conduct violations:

Table 2 – Disciplinary Actions

Type	Disciplinary Action	Disciplinary Review Process to Return Service Privileges
1 st Infraction (minor)	Immediate denial of service	Petition SLO Transit General Manager
2 nd Infraction (minor)	Same as one, plus: suspension of service privileges for a period not to exceed seven days.	Petition City Transit Manager
3 rd Infraction (minor) or 1 st Infraction (major)	Same as one, plus: suspension of service privileges for no less than seven days and no longer than 30 days.	Public Hearing by City Transit Manager after disciplinary process. Petition Public Works Director to return to service.
4 th Infraction (minor) or 2 nd Infraction (major)	Same as one, plus: suspension of service privileges for 180 calendar days.	Public Hearing by Public Works Director after disciplinary process. (See next section)

**SLO Transit - Passenger Code of Conduct****Discipline For Major Offenses**

For repeat or major offenders, the General 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 10 working days (typical) after receiving a notice of suspension of privileges to enter or use SLO Transit facilities, a person receiving such notice may deliver to the City's Transit Manager a written request for review of the suspension and an opportunity to present reasons for reconsideration of the suspension.

Within 10 days after receiving a request for review, the Transit Manager shall set a telephonic or in-person hearing to review the General Manager's decision. The hearing shall be held within 10 days following the request for a hearing. The Public Works Director then shall decide to affirm or reverse the suspension within 10 days following the public hearing.

Mass Transportation Committee Action: Approved unanimously by the MTC, June 14, 2000.