

SEAT Passenger Code of Conduct and Prohibited Activities Policy

Effective Date: 04/10/2024

Replaces: 10/11/2023

Approved by: SEAT Board of Trustees

Approval Date: 04/10/2024

DIRECTIVE:

To establish a uniform policy for SEAT passengers' code of conduct and outlining prohibited activities, behaviors, and items aboard SEAT vehicles, private contractor vehicles, and on SEAT-owned property

General Conduct Rules and Prohibited Activities:

- **Passenger Packages:** Due to safety, space limitations, and time to board the vehicle, the number of shopping bags is restricted to those that can easily be handled independently, held on the passenger's lap, and carried aboard without delaying the vehicle.
- **Be Prepared:** Please be at your stop five minutes before departure.
- **Keep Aisles Clear:** Strollers and carts should be folded and stowed within the seating area; please stay behind the standee line unless entering or exiting the vehicle.
- **Priority Seating:** If directed by an operator, please give priority seating to older passengers and riders with disabilities; always keep your feet off the seat and use only one seat.
- **Control Service Animals:** Service animals are welcome and should be under your control; all other animals should be transported in a carrier.
- **Turn Down the Volume:** Customers should use headsets when listening to audio devices and conversations should be at a low volume; please save personal cellphone calls for outside of the vehicles.
- **Window Use:** Please keep hands, arms, heads, and all objects inside the vehicle; windows should be closed while climate control systems are in use.
- **Pick up your Trash:** Please put your trash in the proper place, and do not leave it behind on your seat or in the aisle.
- **Store Your Bike:** Bikes should be secured on the front of the bus.
- **Be Considerate:** Wear clothing that covers your body, including shoes and shirts; maintain personal hygiene so others are not exposed to bodily fluids or odors that may present serious health or safety risks.
- **Be Safe:** No hitting, fighting, spitting, making threats, or otherwise causing others to fear for their safety.
- **Respect Others:** Treat others how you want to be treated; avoid obscene language and gestures, and clothing with obscene language, and always follow directions given by SEAT staff, especially directions relate to the safety and security of passengers and staff.
- **Respect SEAT's Property:** Do not destroy or damage SEAT's property or the property of others.
- **No Smoking:** No use of tobacco products, including using e-cigarettes and vape pens on any vehicle owned or operated by SEAT, including vendor private vehicles, only in designated areas.

- **No Drugs or Alcohol:** Do not use drugs or drink alcohol on any vehicle owned or operated by SEAT, including vendor private vehicles or on property owned by SEAT.
- **No Illegal Weapons:** Do not carry or possess illegal weapons or objects defined as or intended to be used as a weapon.
- **No Eating or Drinking:** There is no eating or drinking on vehicles operated by SEAT including vendor private vehicles
 - An exception to the eating rule will be made for medical reasons on a case-by-case basis and verified with the dispatcher or Operations.
- **No Dangerous Equipment:** Do not carry onto a SEAT vehicle any item which could cause injury or damage to SEAT riders or property, including hazardous materials such as gasoline, propane tanks, and car batteries, this is not an inclusive list.
- Do not obstruct facility entrances or interfere with the free flow of pedestrian traffic or others' rights to freely move.
- Do not run, ride a bike, or skateboard on the property.
- No Loitering at transit facilities
- No continuous riding on the SEAT Fixed-Route transit vehicles; SEAT reserves the right to prohibit more than one round-trip fare or fare-free riding.

Violation of the listed prohibited activities/behaviors/items list and/or code of conduct may result in the dismissal of services provided. Decisions to deny service can be appealed by written notice to the Transit Director within 14 days of denial.

Staff Procedure:

- The driver/operator or staff member shall make one request for the prohibited behavior to stop. If the behavior does not stop the driver shall stop the vehicle in a safe area and contact the office for further assistance.
- The driver must document all incidents using the Drivers Event Form procedures at the end of his/her shift. Law enforcement authorities will be contacted for any criminal behavior.
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If the vehicle is stopped due to disruptive behavior, the following process will be followed:

1. A written explanation of the observed behavior and a copy of the procedure will be forwarded to the passenger advising that any further instances of disruptive behavior may result in action up to and including suspension of riding privileges.
2. A second observation of disruptive behavior will result in the passenger riding privileges being revoked for thirty (30) days.
3. A third infraction of this policy will result in service suspension for one (1) calendar year.
4. Fourth and final infractions will result in permanent suspension of all riding privileges.

5. Permanent suspension shall not require prior written action if any physical contact is involved in the incident.
6. Based on the severity of the incident, the Transit Director reserves the right to permanently suspend an individual from SEAT.

(NOTE: If the written communication of the disruptive behavior policy is the result of the actions of an underage passenger, all written communications will be addressed to the parent or legal guardian of the disruptive passenger.)

To protect the safety and welfare of all SEAT passengers and employees, maintain the condition of the vehicles, and ensure that the maximum number of riders are accommodated, **ridership privileges will be permanently suspended for the following actions:**

1. Physical harm to a passenger, driver, or other employees.
2. Threatening passengers or staff with bodily harm on SEAT-owned property, SEAT-operated transit vehicle, including vendor private vehicles, or the telephone.
3. Intentionally damaging a transit vehicle in any manner (e.g., scratching or breaking windows, cutting/slashing/marking on seats, graffiti on the exterior or interior of vehicle or other transit system property.)
4. Carrying a weapon in the vehicle.

Ridership privileges will be suspended for 90 days for the following actions:

1. Smoking on a SEAT-scheduled vehicle or at a SEAT facility.
2. Eating or drinking on a transit vehicle without permission more than one time; failure to comply with the driver's request not to.
3. Excessive use of profanity or language which is disruptive or threatening to other passengers or staff.

All incidents described above must be documented thoroughly by SEAT staff and referred to the Transit Safety and Security Supervisor within one (1) day of the occurrence. (See suspension of Service and Appeals)

RESPONSIBILITIES:

The Transit Director, with the assistance of the Operations Director and Operational Staff Supervisors, is responsible for implementing, monitoring, and documenting this process.