

MORONGO BASIN TRANSIT AUTHORITY (BASIN TRANSIT)

PASSENGER CODE OF CONDUCT

On-Board Etiquette

Using public transportation means sharing space, staying safe, and being respectful. It is important to treat your fellow riders, bus operations and Basin Transit property with courtesy and respect. Your safety is very important to us.

Things to remember:

- 🕒 Priority seating near the front of the bus is reserved for seniors and people with disabilities. If requested, please give this seat to the elderly, or disabled.
- 🕒 Eating, drinking, littering, smoking, or use of simulated smoking devices is not allowed while on the bus.
- 🕒 Avoid excessive noise or unnecessarily loud conversation. Do not distract the bus operator. Use headphones while listening to music, and please wait to make a phone call until you have exited the bus.
- 🕒 Rowdy, disruptive, threatening, or unlawful behaving will not be tolerated.
- 🕒 Basin Transit reserves the right to expel and/or exclude customers from service for unsafe or abusive behavior.
- 🕒 Please note, uniformed or plain-clothed law enforcement, or security officers may be on board. Security cameras are in operation. Basin Transit does not tolerate threatening or intimidating behavior against other customers, bus operators, or customer service representatives; we will contact law enforcement for assistance if this behavior is displayed. If you see anything suspicious, report it to your bus operator immediately, call dispatch at 760-366-2395 or email comments@basin-transit.com.

The Role of the Bus Operator

The bus operator's primary job is to operate the bus safely. If problems arise on a bus, the bus operator's priority is to determine if a passenger's safety or security is at stake. The operator will assess the severity of the problem, available resources, and respond accordingly. The bus operator, at their discretion, may choose to talk to the passenger, notify dispatch, call for assistance, submit a report of the incident at the end of their shift, or take no action.

Enforcement of the Code of Conduct is managed through a network of professionals that can

be called upon by the bus operator, if and when needed.

Prohibited Conduct

This list of activities and descriptions below are behaviors that are prohibited on Basin Transit vehicles, bus stops, and other public transportation system facilities owned, leased, or operated by Basin Transit. "Public Transportation System" is defined by Section 99211 of the Public Utilities Code. Prohibited conduct includes, but is not limited to:

- 1) Displaying or offering for sale, selling, or distributing goods or services.
- 2) Distributing literature or other materials aboard a Basin Transit vehicle in a manner that interferes with transit operations, obstructs passenger movement, creates a safety hazard, or otherwise disrupts the provision of transit services. Posting, affixing or attaching any sign, leaflet, advertisement, sticker, notice, or other material to any Basin Transit vehicle, shelter, bench, sign, facility, or other transit property is prohibited.
- 3) Performing instrumental or vocal music aboard a Basin Transit vehicle is prohibited. At transit stops and other Basin Transit facilities, performing instrumental or vocal music in a manner that interferes with transit operations, obstructs passenger movement, creates a safety hazard, or generates excessive noise that disturbs passengers or employees or disrupts the provision of transit services is prohibited.
- 4) Using sound-producing equipment in a manner audible to other passengers, except through headphones where the audio cannot be heard by others.
- 5) Transporting animals. Prohibited, except in a secure container, or a service animal as defined in 49 CFR Section 37.3. Trained service animals must be on a leash and on the floor or in the rider's lap.
- 6) Drinking non-alcohol beverages or eating, except for medical purposes.
- 7) Drinking alcoholic beverages or possessing an open container of same.
- 8) Willfully blocking the free movement of another person in, or on, Basin Transit property, including placing objects that block aisles, stairways or seats.
- 9) Loitering or storing personal property.
- 10) Extending anything out of windows or doors of moving bus.
- 11) Hanging off or swinging from bars or stanchions (except when using the standing-only features when such conditions apply).

- 12) Smoking within 20 feet of Basin Transit vehicles, main entrances, exits, restrooms and shelters, according to Government Section 7596-7598.
- 13) Littering.
- 14) Transporting leaking bags or containers.
- 15) Physical abuse or assault of Basin Transit employees and/or passengers.
- 16) Spitting, urinating or defecating; indecent exposure, or creating unsanitary conditions through presence of blood, urine, feces, vomit, or other bodily fluids.
- 17) Carrying explosives, acid, fireworks, flammable liquid, or toxic or hazardous material in or on Basin Transit property.
- 18) Interfering with the provision of transportation services (i.e., failure to properly board or alight, blocking progress of a transit vehicle, etc.).
- 19) Willfully disturbing others in or on Basin Transit property by being verbally abusive, engaging in boisterous/unruly behavior, or making threats to persons or property.
- 20) Defacing, destroying, or otherwise vandalizing transit property or any sign, notices, or advertisements thereon.
- 21) Throwing objects at Basin Transit property or at persons in or on transit property.
- 22) Skateboarding, roller skating, bicycle riding, rollerblading in a system facility, vehicle or parking structure.
- 23) Possession of firearms or weapons onboard Basin Transit vehicles or properties in violation of applicable federal, state, or local law.
- 24) Any criminal conduct, including but not limited to, assault, disorderly conduct, and illegal drug use.

Consequences of Violating Code of Conduct

In addition to civil and criminal penalties, violators of the Passenger Code of Conduct and/or any other applicable laws may be subject to immediate denial of Basin Transit service and possible suspension of Basin Transit service in the future.

For the first verified instance of misconduct, a 30-day suspension will be imposed. Each subsequent incident will result in an additional 30 days being added to the suspension period. For example, a second violation will lead to a 60-day suspension, while a third violation will

result in a 90-day suspension.

Basin Transit may immediately suspend a person's transit privileges pending investigation when the person's conduct presents an immediate threat to the safety of passengers, employees, or transit operations.

Appeal Process for Denial of Transportation Privileges

All reports of misconduct will be investigated thoroughly to ensure fairness. As part of the investigation, Basin Transit will attempt to contact the individual accused of misconduct and give them an opportunity to be heard. Once the investigation is complete and misconduct is verified, Basin Transit will issue a written decision. This decision will outline the findings, the nature of the misconduct, and the length of the suspension. Formal notification of the suspension will be provided to the individual.

The passenger has the right to appeal the suspension decision within 10 business days of receiving the formal notification. If no appeal is submitted within 10 business days, then the right to appeal is waived. The appeal hearing shall be before an objective director of executive level Basin Transit employee selected by the General Manager, the hearing officer, such that separation of functions is maintained (i.e., a decision by a person not involved with the initial decision to suspend service). The hearing officer will review any appeal and schedule a hearing within 15 business days of receiving the appeal request. The individual will be given an opportunity to present their case at the hearing. The hearing officer will issue a written decision within 15 days of the hearing, which will be final and binding. Service shall not be provided pending the appeal unless a decision has not been made within 15 days of the date of the appeal hearing. In that case, service will be restored from that time until any decision is made by the hearing officer that upholds the suspension for any remaining period of the suspension.