



KETCHIKAN GATEWAY BOROUGH

Transit Department

Departmental Policy and Procedure

Topic: Bus Code of Conduct Update
Effective Date: 13 May 2020
Policy Number: **POL-TR20-02**
Department Director: Kyan Reeve

THE BUS: CODE OF CONDUCT

Ketchikan Gateway Borough's "The Bus" is concerned about the security and safety of the traveling public and transit drivers. We believe that it is the obligation of each and every member of the traveling public to contribute to the safety of The Bus, paratransit vehicles, bus shelters, bus stops, and the Transit Center by refraining from inappropriate behavior/conduct, threats, violence and/or any activities that may provoke violence. Public transit and facilities are for everyone; however, some activities that disrupt the public health, 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 Bus' service, whether on a transit vehicle, bus shelter, or at a transit stop. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using bus service. Safety is everyone's responsibility and we require anyone that witnesses inappropriate behavior in or around transit facilities to report it to the The Bus' office before boarding or after boarding any vehicle.

A driver for The Bus 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.

1. BUS COURTESY EXPECTATIONS:

- Have the correct fare ready when boarding the bus
- Stand back from the curb at least two feet
- Board the bus as quickly as possible and take a seat. If no seats are available, stand behind the yellow line and use the overhead handrails
- Notify the driver if you need assistance such as kneeling the bus, using the ramp or if you become ill

- If standing on a crowded bus, move to the rear of the bus to make room for others
- Vacate reserved seating near the front when seniors and people with disabilities board
- Do not take more than one seat if the bus is crowded
- Check that you have your belongings before you exit the bus.
- Wear shoes and shirts at all times
- Speak quietly when talking to others or using cell phones
- Use headphones at a reasonable level
- Children should remain seated at all times.
- Use trash receptacles at Transit Centers and bus stops, do not leave papers or trash on the bus
- Only carry those packages and belongings that can be carried onto the bus in ONE trip. Be sure all packages are stored safely, out of the aisles and within your control.

2. SMOKING:

No smoking or vaping on the bus, inside or within 20 feet of bus shelters, transit centers and all public facilities. Smoking in these locations is against the law.

3. TYPICAL VIOLATIONS

The following represents only a partial list of unacceptable behaviors and conduct, and is not intended to be all inclusive, which will not be tolerated and may result in ejection from a bus or transit facility by the Ketchikan Police Department or an employee of The Bus. Report incidents to The Bus' customer service at 907-225-8726.

4. TYPICAL MINOR VIOLATIONS (may result in suspension of a passenger's privileges to use the bus system)

- Talking too loudly
- Trying to distract driver's attention
- Crossing the "white standee line" before the transit vehicle stops
- Loud music
- Inconsiderate cell phone usage
- No shirts / shoes
- Loitering at bus shelters or on the bus (loping)
- Discourteous treatment of passengers or transit drivers
- Eating or drinking on transit vehicle
- Consumption of alcoholic beverages

- Not being responsible for your personal items
- Discarding litter in non-designated receptacles
- Hanging on bars or handrails

5. TYPICAL MAJOR VIOLATIONS (may result in temporary or permanent suspension of a passenger's privileges to use the bus system)

- Physical violence, intimidation and/or harassment toward another passenger or transit driver is strictly prohibited.
- Participation in 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 in or around transit facilities/properties
- Possession of weapon on or around transit facilities/properties, except where permitted by State Law
- Pushing and jostling when getting on or off the transit vehicle
- Sexual touch or inappropriate comment(s)
- Unacceptable attire including offensive slogans, pictures, profanity and nude or seminude pictures, offensive gestures or suggestive cartoons
- Damaging or destroying transit facilities/properties or the personal property of another passenger or transit driver
- Entering or failing to depart a transit vehicle when ordered not to do so by the bus driver, operations supervisor or security officer
- 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 and creating unsanitary conditions is cause for removal.
- Use of tobacco, vaping or smoking on transit vehicle
- Spitting
- Failure to follow direction from the transit driver
- Public Intoxication that poses a concern for public safety
- Unsanitary health conditions and/or personal hygiene including but not limited to bodily fluids, open wounds and any types blood borne pathogens.

Commercial activity such as distributing literature, posting leaflets or putting up signs on the buses or transit facilities (includes bus shelters) is prohibited. Displaying or offering goods for sale is not allowed except by written agreement with Ketchikan Gateway Borough Transit Department.

The Bus strives to maintain the integrity of our service by consistently providing at atmosphere that is safe and clean. We ask that you respect the driver and other passengers by observing personal hygiene and not wearing excessively strong perfumes. Passengers failing to maintain acceptable standards of personal hygiene may be subject to suspension.

6. HYGIENE

A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers or Transit Staff. Odors may include but are not limited to scents related to unlaundered clothing, lack of bathing, animal related odors, and excessive perfumes. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to suspension resulting in discontinued riding privileges for certain set periods of time, unless in the judgment of the Transit staff, that person places existing passengers in extreme discomfort or is considered a health risk to others. Passengers with mobility devices must maintain such devices in a state of cleanliness. Passengers requiring a catheter must maintain the catheter in an enclosed space free from public view.

7. PROCEDURE

A range of consequences and/or actions will be used to address non-compliance with appropriate Passenger Rider Conduct. The Bus 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 Bus 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 can be suspended from the transit system at the discretion of The Bus. 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 Director 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 bus property) that individuals' privilege to use the bus service will be revoked.

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 may be suspended for an additional period of time and/or have all transit riding privileges permanently terminated.

8. Appeal

Any person suspended or excluded from bus services or facilities, or that person's representative, may appeal the suspension or exclusion. Appeals must be in writing and submitted to the bus office (1175 Copper Ridge Lane) within ten (10) days of the date of this letter. All requests must be signed and dated when filed by an individual or representative.

9. Safety Tips for Pedestrians

Be safe and be seen: make yourself visible to drivers

- Wear bright/light colored clothing and reflective materials.
- Carry a flashlight when walking at night.
- Cross in a well-lit area at night.
- Stand clear of buses, trees, bushes, parked cars or other obstacles before crossing so drivers can see you.
- Be smart and alert: avoid dangerous behaviors
- Always walk on the sidewalk; if there is no sidewalk, walk facing traffic.
- Stay sober; walking while impaired increases your chance of being struck.
- Don't assume vehicles will stop; make eye contact with drivers, don't just look at the vehicle. If a driver is on a cell phone, they may not be paying enough attention to drive safely.
- Don't rely solely on pedestrian signals; look before you cross the road.
- Be alert to engine noise or backup lights on cars when in parking lots and near on-street parking spaces.

- Be careful at crossings: look before you step
- Cross streets at marked crosswalks or intersections, if possible.
- Obey traffic signals such as WALK/DON'T WALK signs.
- Look left, right, and left again before crossing a street.
- Watch for turning vehicles; make sure the driver sees you and will stop for you.
- Look across ALL lanes you must cross and visually clear each lane before proceeding. Just because one motorist stops, do not presume drivers in other lanes can see you and will stop for you.
- Don't wear headphones or talk on a cell phone while crossing.

10. DEFINITIONS

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.

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.

Violence: Physical force employed so as to violate, damage, abuse, injure, or strike in any manner.