

Section III: Customer Service

Passenger Code of Conduct

PURPOSE:

To establish uniform guidelines for passenger activities in order to better protect the safety of CABL staff and riders and ensure the best possible passenger experience.

PROCEDURE:

The following and behaviors are prohibited on CABL vehicles and at facilities.

- Smoking or tobacco use of any kind. Smoking not permitted on any CABL vehicle nor within a 10 foot radius of system bus stops or shelters. CABL respects and follows the tobacco use regulations of individual businesses and facilities where it stops.
- Physical or sexual contact with drivers or other passengers
- Bringing objects defined as or intended to be used as a weapon
- Use of obscene, profane or indecent language
- Playing of any audio devices without the use of earplugs
- Transport of hazardous materials (see Prohibited Items on Vehicles)
- Soliciting for any contributions or solicitation on behalf of any organization
- Opening windows while heating or air conditioning units are in operation
- Refusing reasonable directions given by CABL staff, especially those that relate to the safety and security of the passengers and staff
- Eating and drinking are prohibited on all CABL vehicles

The Driver will make one (1) request for a prohibited behavior to stop. If the behavior continues the Driver will contact Dispatch for further assistance. In the case of criminal activity or activity that threatens safety, if the behavior does not stop the Driver will stop the vehicle in a safe area and law enforcement authorities will be contacted.

The Driver will document all incidents using an incident report form as soon as possible, but no later than 24 hours after the incident occurs.

If the vehicle has been stopped due to disruptive behavior, the following process will be followed:

- A written explanation of the observed behavior and 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.
- A **second** observation of disruptive behavior will result in the passengers riding privileges being revoked for thirty (30) days.
- A **third** infraction of this policy will result in service suspension for one (1) calendar year.

- **Fourth and final** infractions will result in permanent suspension of all riding privileges.

In order to protect the safety and welfare of all CABL 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:

- Physical harm to a passenger, driver, or other employee.
- Threatening passengers or staff with bodily harm on a transit vehicle or on the telephone.
- 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).
- Carrying a weapon on the vehicle. (Ohio's Concealed Carry Law will be enforced.)

See **Appeals of Passenger Service Suspensions** for information for information regarding passenger due process.

NOTE: According to the Americans with Disabilities Act, it is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities based solely on the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons. (e.g. Tourettes Syndrome)

(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.)

RESPONSIBILITIES:

Responsibilities are as defined above.