

# Rules of Conduct Policy

It is the mission of the Greater Peoria Mass Transit District (The District) to provide an environmentally friendly and customer-focused transportation service that connects people to places in an efficient and safe manner. The District has established this Conduct Policy to promote the safety and comfort of its riders, protect its employees, facilitate the proper use of transit facilities and services, protect transit facilities and protect its vehicles.

## I. Purpose

The District has established the Rules of Conduct and Exclusion Policy to outline conduct deemed inappropriate inside and outside areas of District property, bus shelters, bus stops, transfer points and on buses. This policy also details the procedures for passenger exclusions and appeals.

## II. Definitions

**Facilities** means all District property and equipment, including, without limitation, inside and outside areas of property, bus shelters, bus stops, transfer points, signage and buses used to provide public transportation service. No individual may engage in inappropriate conduct on, at or in public transportation facilities.

**Inappropriate Conduct** is any conduct that is disruptive or injurious to other individuals' lawfully using District facilities or services; damaging or destructive to transit facilities or services, or disruptive, harassing or threatening to transit employees. Inappropriate conduct may also constitute a violation of an ordinance or criminal law. Not being charged or convicted by law enforcement of an incident of inappropriate conduct does not bar investigation and/or exclusion under this policy.

**Excluded** means an individual may not enter or remain on District property and equipment used to provide public transportation services.

**Assault** is an act or attempt, with force and violence, to do immediate physical injury to another person.

## III. Authorizations

A District operator may refuse entry onto a vehicle to any individual who violates these Rules of Conduct.

An operator or a supervisor may provide oral or written warning and may order an individual to leave or exclude individuals from a vehicle or facility.

- If an operator or supervisor becomes aware that any individual is engaging in any inappropriate conduct, such operator or supervisor may give that individual an oral first warning to immediately cease engaging in the conduct and/or not to engage in the conduct again. If the individual does not cease engaging in the conduct or engages in Level II conduct, then the operator or supervisor may direct the individual to immediately leave the vehicle or facility.
- If an individual fails to, or refuses to leave a vehicle or other facility after being directed to do so by an operator or supervisor, such individual is subject to arrest and prosecution for trespassing and/or disorderly conduct. Additionally, failing to leave a vehicle or facility after being directed to do so may also subject an individual to the exclusion procedure.

## IV. Levels of inappropriate conduct

Inappropriate conduct will be categorized in Levels I, II and III. Level I offenses will result in exclusion from transit facilities and/or services for not less than 7 days or more than 30 days. Level II offenses will result in exclusion from transit facilities and/or services for not less than 30 days or more than 90 days. Level III offenses will result in exclusion from transit facilities and/or services for not less than 90 days or permanently based on severity. Further legal action may be taken as applicable and appropriate for Level III offenses. The levels of inappropriate conduct are as follows:

### A. Level I offenses

1. Eating or drinking on the bus. (Note: Food items in closed containers are permitted to be transported.)
2. Using an audio device (e.g. portable radio, tape, CD player, cell phone, etc.), unless such equipment is used with earphones so that sound is limited to that person's own listening.
3. Standing in front of the yellow standee line at the front of the bus near the driver's seat or standing in a way that blocks the rear door.
4. Bring any animal on the bus uncaged, except service animals that assist those with disabilities.
5. Bring on board any large articles, packages, baggage, non-collapsible strollers or baby buggies that block the aisle and restrict free movement of passengers. Children in strollers or baby buggies shall be transferred to a fixed seat.
6. Engaging in indecent, profane, boisterous, unreasonably loud, demeaning, or disrespectful behavior toward District Employees, Contractors, and/or other passengers.
7. Engaging in unauthorized canvassing, selling, soliciting, or distributing any material on board vehicles or at the Transit Center.
8. Roller-skating, roller blading, bike riding, or skateboarding on buses or at the Transit Center.
9. Hanging or swinging from stanchions, handrails, or other bus equipment

with feet off the floor.

10. Hanging out, reaching out, or putting anything out of bus windows.
11. Willfully refusing to pay a fare or to show appropriate identification or fare media to the bus operator.
12. Misusing fare media, including counterfeit or stolen fare media.
13. Participating in otherwise disorderly or inappropriate conduct that is inconsistent with the orderly and comfortable use of buses for their intended purpose.

#### B. Level II offenses

1. Smoking or carrying a lighted or smoldering pipe, cigar, or cigarette on the bus or inside the Transit Center (this includes the use of electronic smoking media).
2. Threatening District Employees, Contractors, or passengers, including following or stalking passengers or employees.
3. Obstructing or interfering with the bus operator's safe operation of the vehicle.
4. Drinking alcoholic beverages or possessing open containers of alcoholic beverages.
5. Unwelcome physical contact with a Bus Operator, Contractor, or another passenger.

#### C. Level III offenses

1. Bringing any items of a dangerous nature on board buses including weapons (knives with a blade longer than 4" measured from blade tip to ricasso, swords, or any firearms); flammable liquids; dangerous, toxic, or poisonous substances; vessels containing caustic materials, chemicals, acids, or alkalis; sheet glass and sharp objects.
2. Stealing or willfully damaging, defacing, or destroying District property.
3. Lighting an incendiary device on the bus (e.g. match, lighter, torch, firework, etc.).
4. Engaging in indecent exposure or exposing their genitalia in a sexual manner or performing any sexual act including masturbation, oral sex, or intercourse.
5. Filing fraudulent claims about an injury sustained on a District vehicle, at the Transit Center, or bus stop.
6. Entering or remaining on District vehicles having been notified by an authorized individual not to do so or boarding or remaining on District vehicles during the period when an individual has been excluded from their use.
7. Spitting or expectorating on or at a bus operator, employee, contractor, or passenger.
8. Fighting, assaulting or threatening to assault a bus operator, employee, contractor, or passenger.

9. Possessing, transporting, or distributing illegal or controlled substances.
10. Failing to depart a District vehicle or other facility after being directed to do so.
11. Failing to comply with conditional ridership privileges agreed upon with the District.

## V. Transit exclusion procedure

In the event that it is determined that an individual should be excluded from District facilities and/or services, the process is as follows:

- A. The Director of Operations will issue a written exclusion letter within three (3) business days of receiving notice, indicating the reason(s) for the exclusion, the duration of the exclusion, and the facilities, vehicles, and/or services to which the exclusion order applies.
- B. If the individual has no known mailing address, all notices, letters, and appeal decisions will be made available for pickup during regular business hours at the Transit Center Customer Service Counter located at 407 SW Adams St. Peoria IL.
- C. If continued use of transit facilities, vehicles, and/or services is made subject to safety conditions or restriction (e.g. presence of a parent or guardian in the case of a minor; accompaniment by a personal care attendant or aide, etc.) a conditional exclusion letter may be issued specifying that the individual will be subject to exclusion unless the imposed restrictions are followed.
- D. The letter shall also advise the individual of their right to appeal the decision and include a copy of the appeal procedure.
- E. If an appeal is not filed by the excluded party within fourteen (14) business days from the commencement of the exclusion to the District General Manager, then the right to appeal is considered waived.

## VI. Appeal procedure

- A. If the excluded person/s appeals the exclusion, they must submit an appeal in writing to the District General Manager to rescind or alter the terms of the exclusion. Appeals can be mailed to

Exclusion Appeals  
ATTN: General Manager  
Greater Peoria Mass Transit District  
2105 NE Jefferson St.  
Peoria, IL 61603

The appeal shall contain a) a copy of the exclusion letter and b) a statement of the reason why the exclusion is improper or should be altered.

- B. The General Manager shall review the written appeal and any reconsider or modify

the decision to exclude an individual, following investigation of the matter, and shall specify in writing within fourteen (14) business days of the receipt of the appeal the reasons for rescission or modification, if applicable, to the appellant.

C. The decision of the General Manager shall be in writing and shall be final.

## VII. Notice

The District will mail a copy of the entire appeal policy to persons issued exclusion letters who provide a mailing address. A copy of this policy is also available for review the Transit Center located at 407 SW Adams St. Peoria, IL.