

**City of Paso Robles, Administrative Services
Dept.
Paso Express Transit Services**

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City of Paso Robles - Passenger Code of Conduct

POLICY

OBJECTIVE

To establish guidelines on proper passenger code of conduct and behavior on the Paso Express transit system and public facilities and establish a disciplinary procedure for problematic users.

SUMMARY

A. GENERAL

Proper passenger behavior on the Paso Express Transit system is essential for providing quality service to the members of the community and ensuring safety for all system patrons. Establishing a code of conduct for passengers of the Paso Express system and associated disciplinary process is a necessary component to maintain high levels of service for transit patrons.

B. ADMINISTRATOR

The administrator of the Paso Express of Conduct is the City of Paso Robles Transit Coordinator under the authority of the Director of Administrative Services.

C. CODE OF CONDUCT

Table 1 lists activities and descriptions of behavior that are prohibited, restricted and/or allowed on the Paso Express system and public transit facilities. Interpretations of the guidelines are at the discretion of the Transit Coordinator and are subject to appeal through the procedures established under Section D.

Table 1 – Paso Express Passenger Code of Conduct

	Transit Vehicles	Passenger Facilities
(a) Commercial Activities		
(1) Displaying or offering for sale, selling, or distributing goods or services	Prohibited except by written agreement by Department of Administrative Services	Prohibited except by written agreement by Department of A.S.

Table 1 (con't) – Paso Express Passenger Code of Conduct

	Transit Vehicles	Passenger Facilities
(b) Public Communications Activities		
(1) Distributing literature	Prohibited	Allowed
(2) Posting or affixing leaflets or signs to parked cars or transit facilities	Prohibited	Prohibited
(3) Performing instrumental/vocal music	Prohibited	Allowed
(c) Other Activity or Conduct		
(1) Transporting animals	Prohibited, except in a secure container, or a service animal on a short, secure restraint, under control of the handler and not obstructing vehicle aisle	Prohibited, except in a secure container, or a service animal on a short, secure restraint
(2) Roller skating, in-line skating, or skateboarding	Prohibited	Prohibited
(3) Drinking nonalcoholic beverages or eating	Prohibited	Allowed
(4) Drinking alcoholic beverage or possessing an open container of same	Prohibited	Prohibited
(5) Carrying objects that block vehicle aisle or stairway or occupy seat(s).	Prohibited, except at driver's discretion if space allows; strollers must be folded prior to boarding	N/A
(6) Using transit properties for purpose of sleeping	Prohibited	Prohibited
(7) Camping or storing personal property (camping is defined as riding the same bus in excess of one continuous route loop)	Prohibited	Prohibited
(8) Extending any object or body part out of windows or doors of moving bus	Prohibited	N/A
(9) Hanging from or swinging from bars, stanchions or other fixed objects	Prohibited	Prohibited
(10) Smoking	Prohibited	Prohibited
(11) Littering	Prohibited	Prohibited

Paso Express- Passenger Code of Conduct

Table 1 (con't) – Paso Express Passenger Code Of Conduct

(12) Use of sound-producing equipment except with headphones, and except for pagers, cellular phones and other personal electronic communication devices	Prohibited	Allowed at the discretion of the Transit Coordinator
(13) Spitting, urinating or defecating; or creating unsanitary conditions through the presence on one's person of blood, urine, feces, vomit, or other bodily fluids	Prohibited	Prohibited
(14) Carrying of explosive, flammable, caustic, or other harmful material, and/or weapons	Prohibited	Prohibited
(15) Interfering with the provision of transportation services; i.e., failure to properly board, sit or alight, blocking progress of a transit vehicle, disturbing the driver, etc.	Prohibited	Prohibited
(16) Unruly behavior, including unwelcome physical contact, conversation or attention toward passengers or driver, and profane or threatening verbal contact with passengers or driver	Prohibited	Prohibited
(17) Defacing, destroying or otherwise damaging transit property or any sign, notices or advertisements thereon	Prohibited	Prohibited
(18) Throwing objects at transit property or at person in or on transit property	Prohibited	Prohibited
(19) Failure to pay appropriate fare, presenting invalid pass or transfer, or failure to properly present pass, refusal to surrender pass if demanded by an authorized Transit representative	Prohibited	Prohibited
(20) Misrepresenting oneself as eligible for reduced fare(s) or transfer(s)	Prohibited	Prohibited
(21) Failure to follow direction from driver or other authorized Paso Express personnel	Prohibited	Prohibited
(22) Bringing onto transit property odors which unreasonably disturb others or interfere with their use of the Paso Express system, whether such odors arise from one's person, clothes, personal articles, an accompanying animal or any other source	Prohibited	Prohibited

Items in bold face indicate potential “Major” Infractions (see Table 2)

D. DISCIPLINE

In addition to the above-proscribed conduct, criminal conduct, including but not limited to, assault, disorderly conduct, and illegal drug use, are prohibited on all Transit properties. The Paso Robles Department will be contacted if Paso Express personnel observe such conduct.

In addition to civil and criminal penalties, violators of the Code of Conduct and any other applicable laws may be subject to immediate denial of service, suspension of privilege to enter or use transit properties. Transit properties include all vehicles and facilities used in the Transit system.

Immediate denial of service may be effected by a Paso Robles police officer, the Transit Coordinator, authorized Paso Express personnel including drivers, or authorized personnel of a contract service provider. Failure to comply with denial of service or suspension of privilege to enter or use transit properties shall be grounds for criminal trespass prosecution. For initial minor infractions, patrons of the Paso Express service who have been denied or removed from service must petition (either verbally or in writing) to the Paso Express coordinator of Operations. The Coordinator shall establish proper guidelines and probationary review for the patron’s return to the transit system. Unless passenger conduct warrants special consideration, the following disciplinary actions are recommended for repeat conduct violations:

Table 2 – Disciplinary Actions

Type	Disciplinary Action	Disciplinary Review Process to Return Service Privileges
1 st Infraction (minor)	Immediate denial of service	Petition Paso Express Manager of Operations
2 nd Infraction (minor)	Same as one, plus: suspension of service privileges for a period not to exceed seven calendar days.	Petition City Transit Coordinator
3 rd Infraction (minor) or 1 st Infraction (major)	Same as one, plus: suspension of service privileges for no less than seven days and no longer than 30 days.	Public Hearing with City Transit Coordinator after disciplinary process. Petition Administrative Services Director to return to service.
4 th Infraction (minor) or 2 nd Infraction (major)	Same as one, plus: suspension of service privileges for 180 calendar days.	Public Hearing by Administrative Services Director after disciplinary process. (See next section)

Discipline For Major Offenses

For repeat or major offenders, the Transit coordinator shall issue a written notice stating the cause and duration of the suspension and the process for requesting review. Suspension shall be in effect upon issuance of the notice and shall remain in effect during any review process.

Within 10 working days (typical) after receiving a notice of suspension of privileges to enter or use Paso Express facilities, a person receiving such notice may deliver to the City's Transit coordinator a written request for review of the suspension and an opportunity to present reasons for reconsideration of the suspension.

Within 10 days after receiving a request for review, the Transit Coordinator shall set a telephonic or in-person hearing to review the Transit Coordinator's decision. The hearing shall be held within 10 days following the request for a hearing.