

CATS PASSENGER CODE OF CONDUCT AND BANNING PASSENGERS POLICY POLICY NUMBER 2019.14.01

Issue Date:
Effective Date:
Revised Date(s):
Approved By: CATS Board
Approval Date:

I. Purpose and Scope

The Policy contained herein is designed to provide the guidance for safe and appropriate conduct by customers while on CATS property, including vehicles, buildings, and grounds.

II. Policy Statements

The Capital Area Transit System (CATS) is dedicated to providing a safe and comfortable atmosphere for all customers. The intention of the Passenger Code of Conduct and Banning Passenger Policy (PCCP) is to provide guidelines to passengers of CATS services and facilities. In order to ensure the safety of CATS passengers and employees, as well as the general public, CATS passengers must adhere to this Policy.

CATS passengers must observe the transit system's rules when onboard a CATS vehicle and when on CATS property, including CATS terminal at 2222 Florida Boulevard, CATS administrative offices at 2250 Florida Boulevard and 5700 Florida Boulevard, transit facilities, bus shelters, bus stops, hubs, and transit centers.

If a passenger's behavior is disruptive of CATS normal operations, becomes unruly, is a disturbance to other passengers, operators, or transit staff, or threatens the safety of the transit system or the general public, CATS may take necessary and/or appropriate steps to remove the person from CATS property and/or to limit them from utilizing the service in the future. Certain disruptive behaviors may lead to police intervention.



CATS utilizes video surveillance equipment to monitor certain (but not all) aspects of the system and that equipment may be used to prosecute any individual who does not adhere to CATS rules and regulations, as well as all applicable local, state, and federal laws.

The following passenger policies are relevant to all CATS property, including, but not limited to, vehicles, facilities, stops, shelters, and transit centers:

- **Attire and personal hygiene:**
 - Footwear and shirts must be worn while on CATS property
 - Personal hygiene must be maintained in a way that is not unclean
- **Eating, drinking, and other onboard concerns:**
 - Eating is prohibited on CATS vehicles
 - Beverages on the bus are prohibited with the exception of water bottles with tops
 - Trash should be removed by the passenger upon exiting the vehicle
 - Children must be removed from strollers and placed on a seat; the stroller should be folded and stowed out of the aisle
 - Music may be played with the use of headphones/earbuds only and only at an acceptable volume that is considerate of other passengers and does not hinder or interfere with the operator's ability to safely perform his/her duties
- **Prohibited materials include but are not limited to the following:**
 - Illegal drugs, paraphernalia, and/or alcohol
 - Weapons, such as firearms, knives, brass knuckles, etc.
 - Open food and/or beverage containers
 - Hazardous materials such as flammable material, corrosive substances, etc.
 - Pets with the exception of trained service animals
 - Bulky items that cannot be safely secured in the passenger's lap or beneath the seat; passenger carry-on items may not take additional seating
- **Prohibited behaviors include but are not limited to the following:**
 - Vulgar language and gestures
 - Threats, physical violence, harassment, etc.
 - Vandalism
 - Indecent exposure
 - Smoking on vehicles and/or in areas where smoking is prohibited
 - Blocking the aisle and/or passenger seating



- Throwing objects from the bus
- Disturbing other passengers and/or the operator
- Soliciting the sale of goods or services on CATS property
- Unless otherwise specified, this conduct is not allowed on any CATS controlled, owned, or operated property

The behaviors outlined in this PCCP constitute prohibited behavior for everyone on CATS property, and for everyone utilizing CATS services; these are referred to as Transit Violations. Anyone violating these rules and regulations are subject to the following:

- Immediate expulsion from CATS property
- Suspension of the privilege of entering CATS property and use of CATS services
- Civil penalties if the violation constitutes an actionable infraction
- Criminal penalties if the violation constitutes a misdemeanor and/or felony

Immediate expulsion:

Any person who commits a Transit Violation may be asked to leave CATS property by personnel authorized by CATS. Failure to immediately comply with such expulsion may be grounds for prosecution for criminal trespass.

Suspension of use privileges:

Any person who commits a Transit Violation may subject him/herself to suspension of his/her privileges to enter CATS property and utilize CATS services. Such suspension may be ordered by personnel authorized by CATS Director of Operations or his/her designee.

Notice of such suspension shall be in writing and shall inform the person suspended of the cause and the period of the suspension, and failure to comply may be grounds for criminal prosecution. Service of the suspension notice may be accomplished by personal delivery or mailing a copy, addressed to the person's last known address, by certified United States Postal Service (USPS).

Unless otherwise specified on the notice, the suspension shall take effect immediately upon actual or constructive receipt of the notice by the person being suspended. A person may not defeat the effectiveness of a suspension by refusing to accept the notice. Receipt of the notice is construed to have been accomplished if the person knew or reasonably should have known from the circumstances that his/her privileges to enter CATS property and utilize the service have been suspended. Receipt of the notice is also construed to have been accomplished two (2) days after a suspension notice is



placed in the USPS system. Failure to immediately comply with suspension order may be grounds for prosecution for criminal trespass.

Suspension review:

A person whose use privileges have been suspended may submit a written request for a review of the suspension; such request must be received by the Director of Operations within ten (10) calendar days of the effective date of the suspension. Upon receipt of a timely request, the Director of Operations shall designate a person to review the circumstances of the suspension. The suspended person may request a hearing to verbally present his/her reason(s) why the suspension should not be served; this hearing may be in person or via phone at a time and location mutually agreed upon with the reviewer. Within ten (10) calendar days after the hearing, the reviewer shall make a determination affirming, modifying, or terminating the suspension. The reviewer's decision shall be final and shall be provided in writing.

A person wishing to appeal their suspension after the ten (10) day period may do so by reaching out to the Customer Care Department. This request will be sent to the Director of Operations and an appointment will be made to review the infraction(s).

Suspension documentation:

All documentation – internal incident report(s), suspension and suspension review letters, photographs, police reports (if applicable), police file numbers (if applicable) – is retained by the Customer Care Department (CCD).

All incidents will be documented via CATS Incident Report or CATS Accident Report forms.

III. Ownership

CATS Operations and Customer Care Departments are the owners of this policy.

The CEO shall be authorized to change and/or suspend the policy and/or its manner of enforcement whenever s/he deems it necessary or appropriate.

