

# Greenlink Customer Code of Conduct and Passenger Responsibility Policy

## Section A: Code of Conduct

- **Elderly/Disabled Seating** – The aisle-facing bench seats at the front of the buses are reserved for disabled and elderly passengers. Non-qualifying passengers must vacate such seating upon request of a Greenlink employee.
- **Smoking Prohibited** – No person shall smoke tobacco, e-cigarettes, or other substances, or carry any burning or smoldering substance, aboard a Greenlink vehicle or on Greenlink property.
- **Alcohol and Drugs Prohibited** – No person shall use or possess alcohol or illegal drugs on a Greenlink vehicle or on Greenlink property, except for lawfully possessed and unopened alcoholic beverages.
- **Criminal Activity** – No person shall engage in any activity prohibited by Federal, State or Municipal laws while on a Greenlink vehicle or on Greenlink property.
- **Food and Beverage** – No person shall bring any food or beverage in open containers on a Greenlink vehicle. No person shall consume food or alcohol on a Greenlink vehicle. Passengers may consume non-alcoholic beverages only from non-glass containers with snap/screw-on lids.
- **Littering or Spitting** – No person shall discard or deposit, other than into a trash receptacle provided for that purpose, any rubbish, trash, debris, cigarette butts or offensive substance in or on a Greenlink vehicle or on Greenlink property. No person shall spit, expectorate, defecate or urinate in or on a Greenlink vehicle or on Greenlink property.
- **Safety** –
- Passengers (except infants who are held) must wear a shirt, shoes, pants/shorts, a skirt, a dress or comparable clothing on Greenlink vehicles and on Greenlink property. All passengers must cover exposed skin that may transmit communicable disease.
- No person shall in any manner hang onto, or attach himself or herself onto any exterior part of a Greenlink vehicle at any time. No person shall extend any portion of his or her body through any door or window of a Greenlink vehicle.
- No person shall ride a skateboard or bicycle, or roller skate or in-line skate in a Greenlink vehicle or in and around Greenlink property.
- No person shall throw, or cause to be thrown/projected, any object at or within a Greenlink vehicle or on Greenlink property.
- No person shall interfere, in any manner, with the safe operation or movement of any Greenlink vehicle.
- No person shall impede or block the free movement of passengers, or otherwise disrupt the functions of Greenlink vehicles, the transit center or bus stops/shelters.
- Passengers must not engage in unnecessary conversation with the operator of any Greenlink vehicle.
- All passengers shall remain behind the yellow/white standee line while the bus is in motion.
- **Threatening, Offensive Language, and Harassment** – No person shall intentionally or recklessly disturb, harass, annoy, or intimidate other persons or Greenlink employees by:
  - Subjecting such other person to offensive physical contact;
  - Publicly insulting such other person by abusive words, heckling, bullying, use of racial slurs, rude gestures, or in other way behave in a manner intended and likely to provoke a violent response;
  - Making sexually harassing comments or gestures.
- **Disorderly Conduct** – No person shall intentionally or recklessly cause inconvenience, annoyance or alarm by:
  - Fighting, or violent, tumultuous or threatening action (physical or verbal) on any Greenlink vehicle or on Greenlink property;
  - Fake fighting, slap boxing or engaging in any other horseplay that may escalate and/or interfere with the comfort and safety of passengers;
  - Making unreasonable noise on a Greenlink vehicle or on Greenlink property;
  - Obstructing the movement of passengers on a Greenlink vehicle or on Greenlink property;
  - Creating a hazardous or physically offensive condition on a Greenlink vehicle or on Greenlink property.
- **Animals** – No person shall bring or carry aboard a GTA vehicle, or take into a GTA station, any animal not housed in an enclosed animal carrier. The animal carrier must not exceed 19”x13”x9” in size, have ventilation on 2 or more sides, and be leak- and escape-proof. Animals must be able to stand up, turn around, and lie down in their carrier. Service animals are exempt from this policy.
- **Packages/Strollers** – Any packages or parcels brought aboard a Greenlink vehicle must be able to be stored on and/or below one seat (if available) and must be secured so as to prevent displacement should the vehicle have to make a sudden stop or sharp turn. In no event shall any package or parcel be allowed to block access to any aisle or stairway. No person shall bring or carry aboard a Greenlink vehicle a carriage or stroller unless such item is folded and unoccupied. Carriages and strollers must remain folded while aboard the Greenlink vehicle.
- **Electronic Devices** – No person shall play radios, personal communication devices, tape players or any other audio device or musical instruments on a Greenlink vehicle or on Greenlink property, unless the sound produced is only audible to the device owner through earphones.
- **Repulsive Odors** – No person shall board or remain on a Greenlink vehicle or enter or remain on Greenlink property, if the person emits/applies excessive fragrances, lotions, perfumes, colognes or odors that disturb other Greenlink passengers or employees on the vehicle or on Greenlink property, and which cause a nuisance or extreme discomfort.
- **Emergency Exit** – No person shall activate the “Emergency Exit” or alarm device on a Greenlink vehicle or in the transit center in the absence of an emergency.
- **Greenlink Seats** – No person shall place their feet on any seat of a Greenlink vehicle or on the seating in the Greenlink transit center.
- **Weapons/Hazardous Items** – No person, except a law enforcement officer, shall bring any knife, gun, bow/arrow, explosive device or material, fireworks, blackjack, club and/or any illegal or unlawfully possessed weapon of any kind on a Greenlink vehicle or on Greenlink property.
- **Pornography** – No person shall read, view, expose or utilize any form of pornographic material from any media source on a Greenlink vehicle or on Greenlink property, which may be viewed or heard by any passenger or Greenlink employee.
- **Solicitation/Panhandling** – No person shall solicit, sell or distribute any materials or products on a Greenlink vehicle or on Greenlink property, unless written authorization is obtained from Greenlink

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- management. No person shall panhandle, beg or request donations on a Greenlink vehicle or on Greenlink property.
- **Non-Payment of Fare; Misuse of Bus Pass** – No person shall occupy, ride or use a Greenlink vehicle unless the person has paid the applicable fare or has a valid and lawfully acquired transfer or pass.
- No person shall use or attempt to use a Greenlink bus pass to board or ride a Greenlink vehicle unless the pass was lawfully acquired at an authorized Greenlink pass outlet.
- Any Greenlink employee or law enforcement officer may confiscate a bus pass used or presented for use in violation of (a) or (b).
- Misuse of any bus pass or transfer is theft. Any person who violates these subsections, in addition to any penalties described herein, may be subject to criminal prosecution for theft of services.
- **Sleeping/Loitering** – No person shall lay, sleep, or doze in or around any Greenlink facility, amenity, or vehicle where such activity is determined by Greenlink staff to be potentially hazardous, impede access, or in any way interfere with the operation of Greenlink services or the comfort of its passengers.
- **Greenlink facilities and amenities include the Transit Center and all bus stop and shelters.**
- **Trespassing** – No person shall (1) enter Greenlink property (including Greenlink vehicles and bus stops) after oral or written notice that such entry is forbidden; (2) enter into an area owned or operated by Greenlink that is closed to public access by gate, fence, wall or other barrier; (3) remain on Greenlink property after receiving oral or written notice from any law enforcement officer or Greenlink employee or contractor to depart; or (4) enter into the paid area of any Greenlink property without paying the required fare.

## Section B: Refusal of Service

Greenlink encourages respect and appropriate behavior from passengers on its vehicles and in its facilities. Passengers who undertake or participate in any conduct that violates Customer Code of Conduct policies set forth in Section A will be instructed to cease the action and warned that if the action continues, s/he will be asked to leave the Greenlink vehicle or property. Greenlink reserves the right to immediately refuse all Greenlink services to a passenger when necessary to protect the health and safety of other passengers and employees.

**Failure to Comply – Service Exclusion & Trespass Notices** – Passengers who repeatedly abuse the system or habitually violate Greenlink’s Customer Code of Conduct will not be allowed to continue utilizing Greenlink services. In the case of serious offenses, a trespass notice may be issued immediately by a law enforcement officer at the request of a Greenlink supervisor. Such offenses include, but are not limited to:

- Criminal activity
- Non-payment of fare
- Interference with the safe operation of Greenlink vehicles
- Vandalism
- Threats of violence
- Throwing objects at Greenlink employees, customers or Greenlink property
- Possession of weapons/hazardous items
- Blocking the movement of people or Greenlink vehicles
- Violent acts including, but not limited to, fighting, spitting, or property damage

For lesser offenses, passengers will be given warning that continued violation will result in service exclusion. If the violations continue, a passenger may be issued a Service Exclusion Notice by a supervisor. The exclusion period imposed may be longer or shorter depending on the circumstances surrounding the violation:

- 1<sup>st</sup> Offense – Verbal Warning
- 2<sup>nd</sup> Offense – 1-day service exclusion
- 3<sup>rd</sup> Offense – 7-day service exclusion
- 4<sup>th</sup> Offense – 14-day service exclusion
- 5<sup>th</sup> Offense – Police Trespass Notice (30 days)

Any passenger who violates an active Service Exclusion Notice will be placed on trespass notice. The police will be called to respond in situations where passengers violate an active trespass notice. Passengers who violate an active trespass notice will automatically receive an additional 30-day extension to that trespass notice. Greenlink reserves the right to extend the length of trespass notices at will for serious offenses that present a credible threat to the health and wellbeing of Greenlink customers and staff, up to and including a lifetime service exclusion.

**Fare Forfeiture** – Any individual who has been excluded from service will not be entitled to any refund of unused fare media that may expire during the time of his/her exclusion.

**Exclusion Appeal** – Any passenger who has been placed on trespass notice or otherwise excluded for the use of Greenlink services can choose to file an appeal to return to service. The Service Exclusion Notice issued to a passenger shall include notice of their right to appeal the decision to the Greenlink Operations Manager or designee. The passenger may file a written request to appeal within 10 days after receiving a Service Exclusion Notice. In order for the appeal to be considered, a written statement must be submitted with the request and include an explanation of:

- The circumstances leading to the service exclusion or trespass,
- An explanation for the passenger’s behavior, and
- An explanation for why the service exclusion or trespass notice should be removed.

In the course of reviewing the appeal, Greenlink will consider various factors in making a final determination including, but not limited to, the passenger’s written statement, the supervisor incident report, witness statements, video footage of the incident, and the passenger’s past conduct. Determinations will be made following an investigation into the incident.