

## **PASSENGER CODE OF CONDUCT**

### **Introduction**

Cecil Transit strives to provide a safe and comfortable environment for our passengers and staff by operating safe vehicles and providing highly trained and qualified operators. Passengers are expected to be courteous to staff and other passengers and adhere to the following code of conduct while riding on vehicles, waiting at bus stops or transfer points, and while visiting transit facilities. The following code of conduct pertains to both fixed route and demand response services. Any questions or concerns regarding this code of conduct should be directed to the Transit Operations Supervisor who can be reached at 410-996-5295, Option 2.

### **At bus stops and transfer locations:**

- Please try to arrive at the bus stop ten minutes prior to the scheduled arrival time. Operators are not permitted to wait on passengers;
- Wait for buses at designated Cecil Transit stops. Drivers are not permitted to deviate from assigned stops without prior approval.
- Signal the driver by waving your hand. Drivers only stop when signaled;
- Have exact fare or bus pass ready; drivers are not capable of providing change;
- Remain a safe distance from the curb until the vehicle has completely stopped;
- Wait for alighting passengers to disembark before boarding;
- Inform the driver if you wish to use the lift;
- Use handrails when boarding and alighting;
- Only cross the street after the bus has departed the stop. Look both ways and utilize pedestrian crosswalks.

### **While riding the bus:**

- Quickly board, pay fare, and find a seat.
- Utilize handrails while boarding and alighting.
- Reserve designated seats for elderly and/or disabled passengers.
- Properly secure seatbelt.
- Keep aisle free.
- If standing is necessary, hold on to grab rails and remain behind the standee line; and
- Follow all directions of the operator pertaining to vehicle operation and matters of safety.

### **No Show Policy:**

Passengers must notify the office as soon as possible in the event that they are unable keep their reservation. Reoccurring “No Shows” may result in suspension of services.

### **Passenger Code of Conduct:**

Violation of the Passenger Code of Conduct may result in refusal of service, ejection, expulsion, and/or judicial action when appropriate. Video/audio surveillance is utilized to monitor the safety of our passengers and employees and may be utilized in administrative and/or judicial proceedings.

- Disruptive conduct of any nature by a passenger will not be tolerated on Cecil Transit buses or in/on Cecil County property. Disruptive customers will be ejected from the bus and may be subject to additional consequence, where appropriate;
- Refusing to pay proper fares or attempts of fare evasion are unlawful and will result in refusal of service and may be subject to additional consequence, where appropriate;
- Fighting, harassing behavior, shouting, spitting, throwing objects, and inappropriate touching of any kind are strictly prohibited, and will result in ejection from the bus as well as additional consequences, where appropriate;
- Profane, derogatory or racially-insensitive language will not be tolerated and will result in ejection from the bus as well as additional consequences, where appropriate;
- Passengers must occupy only one seat and can only carry those packages and belongings that can be carried onto the bus in ONE trip. Riders may not lay down or occupy other seats with bags or parcels. Strollers and carts are only allowed if they can be folded to a size that can be stored in such a way that does not block the aisle or doorway;
- Passengers must maintain good personal hygiene to not offend other riders;
- Appropriate clothing (including shirts and shoes) must be worn at all times;
- Flammable liquids, fireworks, car batteries, and/or lithium ion batteries are not allowed on any Cecil Transit vehicle;
- Smoking, including e-cigarettes and vaporizers, as well as drinking or eating on the bus is prohibited.
- Possession or consumption of illegal drugs is prohibited, and will result in ejection from the bus as well as additional consequences;
- Criminal activity including, but not limited to, theft, destruction of property, assault, etc. is strictly prohibited, and will result in ejection from the bus as well as additional consequences;
- Gambling on Cecil Transit buses is prohibited and will result in ejection from the bus as well as additional consequences;
- Consumption of alcoholic beverages is prohibited; intoxicated individuals may be refused service or ejected from the bus;
- Possession of weapons of any kind are prohibited including, but not limited to, firearms, knives, sharp objects, martial arts weaponry, and self-defense items;
- Videotaping or taking photographs on any Cecil Transit bus is prohibited without prior written consent;

- Passengers are expected to respect fellow passengers when using a cell phone or conversing with other passengers;
- When utilizing a sound-generating device such as a smartphone, tablet, etc., head phones must be utilized and the volume must be kept at a level that it is not heard by other passengers;
- Soliciting money and/or distributing literature is not allowed on any Cecil Transit vehicle;
- Service animals may accompany passengers with disabilities. Service animals are to remain on the floor without blocking the aisle. Passengers must maintain control of the service animal at all times and clean up after them. Service animals can be denied boarding if the animal is out of control or poses a direct hazard to health and safety of others; non-service animals/pets are permitted but must be secured in a proper, industry-standard, animal carrier. Cecil Transit operators reserve the right to deny entry of the pet;
- Passengers must take their belongings with them. Cecil Transit is not responsible for lost or stolen items, and items left on Cecil Transit vehicles may be disposed of without notice to owner;
- Up to two children under 46" tall may accompany each paying adult free of charge. Full fare is required for additional children. Children may not remain in strollers and must be seated at all times. Children under 46" must be accompanied by a responsible adult at all times. Failure to maintain control of children may result in ejection.

### **Enforcement**

- Passengers who violate the Passenger Code of Conduct may be immediately ejected from Cecil Transit's vehicle and will not receive a refund of any fare. Ejected passengers may not access any other Cecil Transit services for the remainder of the day;
- A supervisor will review the incident and determine if an extended suspension or expulsion is warranted;
- It is the ejected passenger's responsibility to contact Cecil Transit's administrative office at 410-996-5295, Option 2 prior to attempting to board a Cecil Transit vehicle following an ejection. A dispatcher or supervisor will advise the length of suspension or other consequence, if necessary;
- Passengers may appeal a suspension or expulsion by submitting a request in writing to, Suzanne Kalmbacher, Cecil Transit Chief, at 200 Chesapeake Boulevard, Suite 2500, Elkton, MD 21921 or via email to [skalmbacher@ccgov.org](mailto:skalmbacher@ccgov.org);
- Suspensions and expulsions will remain in effect during the appeal process;
- Written appeal requests will be acknowledged within five business days of receipt and an appeal hearing will be scheduled;
- Final determination will be provided in writing within ten business days of the appeal hearing;
- Appeal decisions by Cecil Transit are final, and cannot be further appealed.