



Mountain Line

216 W. Phoenix Ave. · Flagstaff, AZ 86001 · 928-679-8900 · www.mountainline.az.gov

Rider Code of Conduct and Transportation Service Suspension Policy

Purpose:

It is the mission of Mountain Line, through the efforts of dedicated, well-trained employees, to get passengers where they want to go in a safe, reliable, convenient and efficient manner. Mountain Line has the right to refuse service to anyone not complying with Rider Code of Conduct, State and Local laws, and/or instructions given by Mountain Line employees including Operations Supervisors and vehicle operators. Mountain Line's rider policies are available for rider reference within the rider's guide and can be found posted in all transit vehicles, and on Mountain Line's webpage. Mountain Line has established this transportation suspension policy and procedure, to promote the safety and comfort of its riders, and to facilitate the proper use of transit facilities and services.

Rider Policies regarding boarding the bus:

- Exact fare must be provided -- drivers cannot make change.
- Pets are welcome but may not occupy a seat and must be under control at all times. Animals displaying aggressive behaviors, threatening other passengers, and acting in a disruptive manner will be refused.
- Shoes and clothing are required
- Noxious or foul materials/substances and/or possession of flammable, explosive, or hazardous materials are prohibited.

Rider Policies Regarding immediate eviction and/or suspension

Please note that it is not possible to identify all actions that can result in suspension. However, below are examples of actions that may result in the immediate eviction and/or the suspension of a rider:

- Disruptive conduct: Loud, abusive, threatening or profane language, arguing, intimidating, fighting, or delaying service.
- Failure to pay fare or fraudulent use of pass.
- Failure to follow driver instructions and posted notices/policies.
- Smoking, chewing tobacco, or using electronic cigarettes (vaping) on the bus or within 20 feet of a signed bus stop.
- Corrosive or soiling substances, including biohazards are prohibited.

Conduct that may lead to ejection and suspension if corrective action is not taken by the rider upon instruction from the Operator:

- Failure to secure large items that block the aisle or movement of passengers.



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- Consuming food or beverages while on the bus.
- Improper use of seating
- Posting or distributing unauthorized materials
- The failure to collapse an umbrella stroller used to transport a child.
- Any action that would constitute a violation of Mountain Line's Code of Conduct, federal, state, municipal laws or ordinances.

Notice of Suspension:

Suspension notices may be issued to any person that rides Mountain Line buses or vans, or visits/uses any of Mountain Line's facilities, who violate Mountain Line's Code of Conduct, or refuse a driver's safety instruction as deemed appropriate in Mountain Line's discretion. Although a passenger may be given a verbal warning by an operator not to engage in the conduct before a suspension is issued, any individual observed engaging in prohibited conduct may be told by a Supervisor, or other authorized employee to leave the facility, or vehicles, immediately and may be subject to arrest by proper authorities upon first offense. The Bus Operators are authorized to request police assistance if necessary. One day suspension notices may be verbally communicated to an offender only after being authorized by a manager or supervisor. Any violation on the part of the rider that is of a serious nature, to include, but not limited to, a violent act or destruction of property, is cause for an extended suspension. An extended suspension notice may only be issued by a Mountain Line manager or supervisor. A supervisor or manager will arrive on site to assess a situation and if appropriate deliver the notice including length of suspension, violation and a description of the event to the rider. All suspensions must be appropriately documented, an incident report must be completed by the driver for all suspensions, regardless of the amount of time the individual is suspended. The supervisor or manager is responsible for ensuring the incident report is turned in the same day, reviewed, and approved by the manager or supervisor.

A supervisor or manager should only attempt to serve a suspension on Mountain Line property, or a public setting. Preferably during or just after the initial contact with the rider. A police officer may be requested to assist with the suspension service.

If a suspended individual presents themselves at any Mountain Line property prior to the expiration of the suspension notice, or without prior permission granted from a supervisor or manager, he/she is subject to arrest and prosecution for trespassing and/ or disorderly conduct.

If the violations of Mountain Line's rider policies involve what Mountain Line deems to be extenuating circumstances, the suspension will be imposed for a *minimum* of 30 calendar days.

If the violation involves any violation of Federal, State or Local laws, regardless of whether the violator is arrested, the suspension may be imposed for a *minimum* of 90 calendar days.



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If the violator is arrested for an assault on a Mountain Line employee, the violator will be removed from the transportation service for 1 year, unless a court of law stipulates conditions that may last longer than the 1 year.

The fact that an individual is or is not charged or convicted of an incident of inappropriate conduct does not bar investigation and / or suspension under this policy. Instead, Mountain Line reserves the right to impose suspension as it deems appropriate, consistent with these policies.

Appeals:

Riders suspended from the Mountain Line services have the right to appeal the suspension decision. The appeal must be requested in writing, no later than 7 working days from the date of the suspension notice.

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