

CENTRAL ARKANSAS TRANSIT AUTHORITY

***Code of Conduct
And
Transit Suspension
Procedure***

Adopted May, 2014

Effective August 11, 2014

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I. Purpose

It is the mission of the Central Arkansas Transit Authority (CATA) through the efforts of dedicated, well-trained employees, to provide safe, reliable, convenient, and efficient public transportation to the citizens and visitors of the CATA service area. CATA has established this Policy to promote the safety and comfort of its riders to facilitate the proper use of transit facilities and services, to protect transit facilities and employees and citizens, to assure the payment of fares and to ensure that CATA vehicles and facilities are safe, welcoming and provide equitable access for CATA passengers. Responses to inappropriate and/or illegal conduct are outlined below.

II Overview and Definitions

No individual may engage in inappropriate conduct on, at or in the facilities of CATA, including Transfer Points, shelters, bus or streetcar stops, administrative, operation, and maintenance facilities, or on buses used to provide CATA fixed route or paratransit services or streetcars.

Inappropriate or threatening conduct includes any individual or group activity which is disruptive or injurious to other individuals lawfully using CATA facilities or services; damaging or destructive to transit facilities or services; or disruptive, harassing, threatening or injurious to transit employees and customers. Inappropriate conduct may also constitute a violation of a local ordinance, state or federal law. 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.

The term "facilities" means all property and equipment of CATA, including, without limitation, inside and outside areas of CATA property, bus or streetcar shelters, bus or streetcar stops, transfer points, signage and buses, vans or streetcars used to provide CATA services.

The term “public area” of CATA facilities includes those portions of facilities that are open for public use for transit or transit related purposes.

The term “transit services” means fixed route bus service, streetcar service and paratransit service.

III. Level 1 Inappropriate Conduct on CATA Vehicles

For the following conduct on CATA vehicles, passengers will be given a first warning by the Vehicle Operator not to engage in the conduct. If further warning by the Vehicle Operator is necessary for failure of the passenger to comply, a CATA Supervisor may be contacted and may be called to the scene. **The Supervisor is authorized to and may ask the passenger(s) to leave the vehicle.** An individual who declines to leave a vehicle, after being ordered to do so by the CATA Supervisor is subject to arrest and prosecution for trespassing and or disorderly conduct. Continuous repeat infractions may result in suspension from all CATA property for not less than 7 days or more than 6 months. See Section VI, Suspension Procedure.

- No eating or drinking on board a CATA vehicle. In order to maintain a safe and clean environment for all passengers eating and drinking is prohibited. Spilled liquids and food are a safety hazard and create soiled seats and floors for others. CATA operators have permission to eat or drink on board a CATA vehicle when the vehicle is not in motion. If you are carrying liquids or foods to be consumed when off the vehicle, they must be in a spill-proof container. Liquids must be in a container with a tight fitting lid that will not leak if turned upside down and food must be in a closed container that will not drip or spill and be in a bag sufficient to contain an accidental spill.
- Using cell phones and audible devices (e.g. portable radio, tape, CD player, TV, etc.), unless such equipment is used with earphones so that sound is limited to that person only. Cell phones may not be used on speaker phone mode.
- Refusing to be seated while the vehicle is in motion when a seat is available or standing in front of the standee line near the driver’s seat. If seating is not available, stanchion posts and seat backs are designed to aid standing passengers. Passengers must be seated if seats are available.
- Refusing to vacate designated seats and wheelchair areas in vehicles for senior citizens and people with disabilities when requested by those persons or by the driver on their behalf.

- Bringing on-board any non-collapsible strollers, baby buggies, walkers, or carts which block the aisle and restrict the free movement of passengers is prohibited. All items must be removed and the device collapsed and placed under or between seats. Children must be removed from the stroller/buggy and held in the passenger's lap.
- Bringing on-board any packages, bags, or articles that cannot be held in the lap of the passenger, other than bags of groceries or limited amounts of luggage is prohibited. Large items create a safety hazard and other arrangements must be made for large items. Luggage is allowed for one standard size suitcase and one carry-on bag and they must be held in the lap or stowed under the seats and not block the aisle or restrict free movement of passengers. Bags of groceries are limited to 3-5 bags per passenger and must be maintained by the passenger and held in the lap or stowed under the seats and not block the aisle or restrict free movement of passengers. The wheelchair securement area cannot be used for these items. CATA fixed route operators cannot assist with these items and the passenger is responsible for the bags.
- Baggage other than one personal bag attached to a mobility device, i.e. wheelchair, scooter, or walker, cannot be hung on or attached. In order to properly and safely secure your mobility device, the personal bag cannot be placed in an area that inhibits proper mobility device securement. For passengers with medical needs that require oxygen bottles or tanks, they must be properly secured and sized for your mobility device and placed in a location that does not restrict a proper and safe securement of your device.
- Power and hand tools are not allowed for the safety of our passengers onboard vehicles or inside any CATA facility, including but not limited to: saws, hammers, knives, screwdrivers, mowers or trimmers; shovels, hoes, rakes, pickaxes, vehicle parts, tires, wheels, batteries, gas cans (even if empty), or any other item that is sharp or could be used as a weapon.
- Only service animals that assist those with disabilities may be brought on-board CATA vehicles. Animals must be under control of the passenger at all times and properly trained by qualified agencies as to not to create a disturbance. Inappropriate behavior that disrupts the normal course of business or threatens the health or safety of others is automatic grounds for excluding the animal from the premises. Most animals, including but not limited to those labeled Companion Animals, Emotional Support Animals, and Therapy Animals or pets are NOT service animals according to ADA's Definition, as they have NOT been individually trained to perform disability mitigating tasks. Thus they do not legally qualify for public access rights.

- CATA provides bicycle racks on the front of fixed route buses for customers. Bicycles may not be brought on streetcars or paratransit vehicles or inside the River Cities Travel Center. Bicycles placed on the bike racks cannot have improperly secured bags hanging from them. Bicycles left unattended will be removed and stored for thirty days at the maintenance facility located at 901 Maple Street, North Little Rock Arkansas.
- Bringing on-board any bags of empty aluminum cans, plastic or glass bottles or any material that has an offensive odor or is leaking any liquids is prohibited.
- Engaging in indecent, profane, boisterous, loud or otherwise disorderly conduct; or loud or otherwise disorderly conversations while using a cell phone in which such conversations are disturbing other passengers or affect the Vehicle Operator's ability to operate the vehicle is prohibited. This is not intended to prohibit ordinary conversations between passengers in normal conversational tones.
- Because of safety concerns over distracted driving, CATA prohibits Vehicle Operators from having non-business conversations with passengers.
- Engaging in unauthorized canvassing, selling, soliciting or distributing any material on-board vehicles is not allowed.
- Boarding unattended minors: A child five years of age and under must be accompanied at all times by an adult.
- Hanging or swinging from stanchions or other vehicle equipment with feet off the floor, or hanging out, reaching out, or putting anything out of vehicle windows is not allowed.
- Segways (or similar devices) are not allowed on-board vehicles.
- Exhibiting inappropriate personal hygiene, i.e., an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers or changing a diaper is not allowed.
- Due to health and safety concerns, passengers will not be transported that have bodily fluids, urine, feces, or blood on themselves or their clothing.
- Refusing to pay a full fare with cash or fare media (pass, ride card, or transfer), or failure to show CATA issued identification or a Medicare card for reduced fare is not allowed. All passengers wishing to receive a reduced fare must present their valid, unexpired CATA issued identification or Medicare card . Identification

that is expired, unreadable, or belongs to someone else is not acceptable and a full fare will be charged. Replacement ID's are available at the River Cities Travel Center for a fee.

- A full fare is required at time of boarding and passengers are required to have fare ready and pay upon boarding. Borrowing money from other passengers or getting change is not allowed.
- Riding without a specific, one-way destination is not allowed in most instances. While rare in occurrence, passengers wishing to ride an entire route for familiarization purposes must notify the Vehicle Operator of their intention and pay a fare for the return trip upon leaving the end of the line. Without a specific one-way destination, passengers may not continually ride the bus and must disembark regardless of pass type.
- All passengers must be properly clothed. Passengers may not place their feet or shoes in a seat.
- Otherwise disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of transit vehicles for their intended purpose is not allowed.

IV. Level II Inappropriate Conduct on CATA Vehicles and Facilities

The following conduct is prohibited in all CATA facilities, including but not limited to, buses, streetcars, transfer points, and bus or streetcar shelters except as specifically limited below. Any individual observed engaging in the conduct may be told by a Vehicle Operator or Supervisor or other authorized individual to leave the facilities immediately and may be subject to arrest by proper authorities. These offenses may also subject passenger(s) to the Suspension Procedure described in Section VI. Further legal action may be taken as applicable and appropriate. Infractions may result in suspension from all CATA property for not less than 14 days or more than 9 months. See Section VI, Suspension Procedure.

- Smoking or using any tobacco products on CATA vehicles, inside CATA facilities, or outside designated smoking areas at River Cities Travel Center is prohibited. This is designed to include any electronic or other smoking device available. (See Section V below concerning lighting an incendiary device: e.g. match, lighter, torch or flare).
- Fighting is prohibited.

- Gambling or solicitation is prohibited.
- Bringing any items of a dangerous nature on-board a vehicle or inside any CATA facility, including but not limited to: weapons (firearms, knives or swords), flammable liquids; dangerous, toxic or poisonous substances, vessels containing caustic materials, chemicals, acids or alkalis is prohibited.
- Behavior that is disruptive, harassing, or threatening in nature to CATA passengers or employees is prohibited. This includes following and/or stalking passengers or employees.
- Causing sounds that are unreasonable and highly disruptive to other individuals using CATA facilities or services, including but not limited to: prolonged loud, abusive, indecent, profane or drunken conduct is prohibited.
- Drinking alcoholic beverages or possessing open containers of alcoholic beverages on CATA property is prohibited. Being under the influence is a safety hazard to the person and passengers of CATA and is prohibited.
- Roller-skating, roller-blading, or skateboarding on CATA property is prohibited.
- Otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit vehicles or facilities for their intended purpose is prohibited.

V. Level III Inappropriate Conduct/Emergency Situations

The following conduct in all CATA vehicles and facilities, including buses, streetcars, transfer points and shelters will be cause for police intervention, arrest and/or prosecution. An emergency situation is defined as any situation in which an individual's actions present an imminent danger to the life or safety of himself/herself or others, or to CATA property. An individual found to have engaged in any of the following activities will be excluded from transit facilities and/or services pursuant to the process in Section VI, Exclusion Procedure. Further legal action may be taken. Infractions may result in suspension from all CATA property for not less than 30 days.

- Use of counterfeit or stolen fare media (pass, transfer, ride card, or CATA ID).
- Assault or threat of assault.

- Stealing or willfully damaging, defacing or destroying CATA property. CATA will prosecute anyone who steals or willfully damages, defaces or destroys CATA property.
- Lighting an incendiary device: e.g. match, lighter, or torch or flare. The only exception is for a match or lighter as designated smoking areas at the Travel Center.
- Obstructing or interfering with the Vehicle Operator's safe operation of the vehicle.
- Indecent exposure or any unwelcome touching of any CATA passengers or employees.
- Entering or remaining on CATA vehicles and inside CATA facilities or CATA property after having been notified by an authorized individual not to do so, or boarding or remaining on CATA vehicles or property during the period when an individual has been suspended from all CATA property. See NON-COMPLIANCE WITH EXCLUSION ORDER (VIII).

River Cities Travel Center

The River Cities Travel Center exists for the convenience of passengers.

- No person shall occupy or use any CATA facility except for the purpose of boarding, disembarking, waiting for a CATA vehicle, or conducting CATA related/authorized business.
- Children five years of age and under must be accompanied at all times by an adult.
- No person occupying the River Cities Travel Center for the purpose of waiting to ride a CATA vehicle shall fail or refuse to take the next available vehicle to the person's destination.
- Roller-skating, roller-blading, and skate boarding are prohibited.
- No person occupying the River Cities Travel Center for the purpose of waiting to greet passengers on any arriving CATA vehicle shall fail or refuse to leave the facility promptly after the arrival of the CATA vehicle for which the person is waiting.

- No person occupying the River Cities Travel Center shall fail to identify to any CATA employee or representative the CATA route and destination for which the person is waiting.
- Electrical outlet boxes at the travel center are for use of passengers that have a need to recharge their electric wheel chairs only. Other use is not permissible.

VI. Transit Suspension Procedure

The following steps will be taken following CATA Management's determination that there have been repeated or serious incidents of inappropriate conduct by an individual:

CATA Management will issue, or cause to be issued, to the person involved a written suspension letter from CATA facilities and services. The letter shall indicate the reasons for the suspension, the time period of the suspension, and the facilities and/or services made subject to safety conditions or restrictions (e.g., presence of a parent or guardian in the case of a juvenile; accompaniment by a personal care attendant or aide) and the appeal process.

VII. Appeal Procedure

The person may appeal in writing within ten (10) days after the commencement of the suspension to the Executive Director. An appeal shall contain a copy of the suspension notice, a request for a hearing or request for written review without a hearing, and a statement setting forth the reason that the suspension should be rescinded, altered, or reduced.

The appeal must be mailed or delivered to the Executive Director, c/o CATA, 901 Maple Street, North Little Rock, AR 72114. The Executive Director or designee shall render a decision no later than ten (10) days after receipt of an appeal unless the appeal requests that a hearing be held.

If requested, , a hearing will be conducted by the Executive Director or designee within ten (10) days after the receipt of the appeal and the Executive Director or designee will render a final decision within (15) days after the hearing. The Executive Director or designee may question witnesses and review all documentation referred to by the witnesses. The hearing may be recorded at the discretion of the Executive Director or designee.

VIII. Non-Compliance with Suspension Order: Trespassing

If an individual subject to a suspension order enters the specified facilities or services before the return date listed in the suspension letter, police will be called and the individual will be subject to arrest for trespassing.

IX. Electronic Surveillance

All CATA busses are equipped with electronic surveillance devices including cameras and microphones and are used to view accidents, incidents and complaints received from passengers.