

## SOUTHERN TETON AREA RAPID TRANSIT (START) RIDER RULES OF CONDUCT

### ARTICLE I. INTRODUCTION

START vehicles and facilities are intended to provide services for the benefit of the general public. In order to maintain public transportation services that are orderly, safe, secure, comfortable, and convenient, START has enacted the following Rider Rules of Conduct. The Rider Rules of Conduct are intended to regulate conduct occurring in START vehicles and facilities and in connection with START's provision of public transportation services.

If any one or more of the provision(s) in the Rider Rules of Conduct shall be declared by any court of competent jurisdiction to be contrary to law, then such provision(s) shall be null and void and shall be deemed separable from the remaining provisions in the Rider Rules of Conduct and shall in no way affect the validity of the other provisions of the Rider Rules of Conduct.

Nothing in these Rider Rules of Conduct create a duty to any person on the part of START or form any basis for liability on the part of START, its officers, agents, or employees. The obligation to comply with these Rider Rules of Conduct is solely that of any person voluntarily entering and using START's vehicles and/or facilities, and START's enforcement these Rider Rules of Conduct is discretionary not mandatory. START, its officers, agents, and employees retain each and all immunities provided them under all applicable federal, state and local laws, explicitly including those set forth in the Wyoming Governmental Claims Act.

### ARTICLE II. RIDER RULES OF CONDUCT

**Disruptive Conduct.** Exhibiting disruptive behavior that disturbs the reasonable comfort of other passengers or START personnel, including but not limited to:

- Disruptively loud talking or mobile phone use (use of mobile phone speakers is prohibited);
- Operating any device used to listen to music or other sound (other than a mobile phone when being used for communications) without earphones or at such a loudness level that the sound still causes a disturbance;
- Use of a bull horn or similar device to willfully disrupt the provision of transit services or public safety;
- Soliciting or otherwise engaging in unwanted conversation with any other person while such person is a captive audience (i.e., while standing in line for or riding in a vehicle).

**Interference with Operation.** No person shall interfere with the safe operation of any START vehicle or facility. Riders must:

- Comply with the instructions of the vehicle driver regarding the vehicle's operation and matters of

safety, whether or not the vehicle is in motion;

- Comply with applicable local, state and federal laws, whether or not the vehicle is in motion;
- Remain behind the line at the front of the bus, and stay seated or hold onto a stanchion while the bus is in motion;
- Obey any request from START personnel to stand behind warning strips (including yellow tactile strips) or within other safe locations on START vehicles or facilities.

**Payment.** No person shall board or occupy a START vehicle without having paid the proper fare to their destination, nor fail or refuse to validate a mobile ticket prior to boarding any START vehicle, nor remain on a START vehicle once their fare has expired or upon reaching the fare zone for which fare was purchased.

**Respect.** All persons must respect their fellow passengers. Fighting, vulgar language, harassing other passengers, shouting, spitting, throwing an object(s), and pushing other passengers are prohibited at all times in START vehicles and facilities.

**Seating.** Passengers must occupy only one seat. Passengers may not lay down or occupy additional seats with bags/parcels. Strollers, walkers, skateboards, skis and other passenger items may not block aisles and doorways.

**Attire.** Riders must wear appropriate clothing (shirt, pants, shorts, dress, and shoes) at all times while in START vehicles and facilities.

**Dangerous Materials.** Flammable liquids; combustible material; fireworks; car batteries; lithium-ion batteries; dangerous instruments, including but not limited to, switchblade knives, box cutters, straight razors, razor blades not wrapped or enclosed in a protective covering, swords, or any other item intended for use as a weapon; and hover boards are not allowed in START vehicles and facilities. Legal firearms may be carried to the extent such possession complies with state law.

**Smoking, Alcohol.** Smoking, including cigarettes, e-cigarettes and vaporizers, and alcohol are prohibited in START vehicles and facilities.

**Illegal Drugs.** Possession or consumption of illegal drugs is prohibited in START vehicles and facilities.

**Blocking Access.** Congregating or loitering near START vehicle doorways and aisles or at a vehicle stop in a way that causes an inconvenience to other passengers or blocks entry and exit to a vehicle is prohibited.

**Conversation Volume.** Conversations between passengers, including on cell phones, shall be kept at a reasonable volume so as not to disturb the reasonable comfort of other riders.

**Sound.** When utilizing the audio features of smartphones, tablets, and/or other sound generating devices, the earpiece of that device or a headphone/headset shall be used. The volume levels of any device or headphone/headset shall be kept at a reasonable level so as not to disturb the reasonable comfort of other riders.

**Priority Seating.** Seats that are designated as Priority Seating must be made available for disabled and elderly passengers, if present.

**Pets.** Animals are not allowed in START vehicles and facilities unless (1) the animal is intended and trained to assist a person with a disability; (2) the animal is in training to assist a person with a disability; or (3) the animal is in an appropriate animal carrier (a locked, standard commercial container). Riders are responsible for their animals and must keep their animals off seats, on the floor, not blocking aisles, and must clean up after their animals. Animals can be denied access to START vehicles or facilities if the animal is out of control or its owner cannot control the animal or if the animal poses a direct hazard to health and safety of the rest of the riders.

### ARTICLE III. ENFORCEMENT

**Exclusion from Service.** The privilege to ride START vehicles or occupy START facilities may be suspended.

**Basis for Exclusion.** Any person engaging in prohibited conduct under Article II may be refused entrance upon, ordered to leave, or otherwise temporarily restricted in the use of START vehicles or facilities.

**Fare Forfeiture.** At any time a passenger is put off a START vehicle their fare shall be forfeited.

**Driver Action.** Upon witnessing a violation in a START vehicle or facility, START personnel may do any one or more of the following:

- Warn the offending person that further like conduct will be grounds for removal from the vehicle or facility and/or may result in future suspension of service.
- Stop the vehicle until the offending conduct stops, the offending passenger leaves the START vehicle, or law enforcement can assist in removing the offending person.
- Refuse to admit the person onto the vehicle if the offending conduct occurs before the person boards (i.e. at the bus stop or the passenger is subject to a current suspension).
- Report the passenger's conduct to the police.

**Administrative Action.** The Transit Director shall review reports by START personnel or passengers relating to complaints of conduct or behavior in violation of the Rider Rules of Conduct. Upon such review, the Transit Director may:

- Notify appropriate law enforcement agency(ies) for consideration of prosecution under applicable local, state or federal law.
- Issue a written warning notification.
- Suspend the offenders riding privileges.
- Determine that no further action is required.

#### Violation Escalation.

1. First Offense: In addition to any warning or discussion at the time of a violation incident by START personnel or law enforcement, the Transit Director, or their designee, may issue a written warning to the offender that further violations of the Rider Rules of Conduct may result in loss of START privileges.
2. Second Offense (or More) within 12 Months of a First Offense: In addition to any warning or discussion at the time of a violation incident(s) by START personnel or law enforcement, the Transit Director, or their designee, may issue a no trespass notice, thereby suspending the offender from the privilege of

accessing START vehicles and/or facilities.

**No trespass Notice Issuance and Re-Admission Procedure.**

1. No Trespass Notice. START may give a person written notice, to the extent possible, by personal delivery or by U.S. Postal Service Priority Mail, delivery confirmation requested, addressed to the person's last known address. The notice shall specify the Rider Rule(s) of Conduct violated, state the date, time and location of the violation(s), and state the effective date of the suspension and explain the process to request and be permitted the privilege to use START vehicles or facilities again. The no trespass notice is effective upon actual or constructive receipt.
  - a. Constructive Receipt. Receipt of no trespass notice is construed to have occurred if the person knew or reasonably should have known from the circumstances that he or she is excluded from START vehicles. Receipt of a no trespass notice is also presumed to have been accomplished 3 calendar days after the notice has been placed in the U.S. Mail to the person's last known mailing address.
2. Request for Re-Admission to START Vehicles. Any time after a suspension notice becomes effective, the person may appeal, in writing, to the Transit Director for re-admission to START vehicles or facilities. If the person is unable to provide a writing, START will make reasonable accommodations.
3. The Transit Director, or their designee, shall render a written decision within 20 calendar days after START's receipt of the request for re-admission.