



Rockford Mass Transit District **Code of Conduct and Suspension/Exclusion Policy**

Updated: February 28, 2022

The Rockford Mass Transit District (RMTD) has established the following Code of Conduct and Suspension/Exclusion Policy to address conduct deemed inappropriate inside and outside areas of RMTD property, bus shelters, bus stops and on RMTD buses. This policy details the procedures for passenger exclusions and appeals.

Code of Conduct

In order to maintain a safe and enjoyable experience for everyone, RMTD requests that customers adhere to the following guidelines when utilizing RMTD buses and/or property:

1. Comply with all lawful orders and directives of any RMTD Staff or Security acting within the scope of his or her employment or duties when such orders or directives relate to activities on an RMTD vehicle or in an RMTD facility.
2. Obey any instructions on notices or signs posted by the RMTD on any RMTD facility or vehicle.
3. Act courteously towards others.
4. All service animals must either fit on a passenger's lap or on the floor immediately adjacent to the passenger. Service Animals may not take up a seat.

The RMTD takes safety very seriously. Customers who do not practice good safety and who do not follow RMTD safety/personal conduct rules may result in a loss of riding privileges and/or suspension from RMTD facilities.

Examples of prohibited conduct include but are not limited to the following:

- Not wearing appropriate clothing. Shirts and shoes are required.
- Hanging any body part out the bus window
- General horseplay including excessive moving around the bus or being loud.
- Use of profanity which is offensive to other customers or driver.
- Disrespecting RMTD personnel in any way including language or gestures
- Drinking alcohol on the bus or on RMTD property
- Harassing other customers or RMTD staff
- Verbal threats or harassing customers or staff
- Lewd or unsanitary behavior (spitting, etc)
- Throwing objects inside the bus or RMTD facility
- Not following RMTD staff instructions
- Excessive loitering
- Physical violence against customers or RMTD staff
- Possessing firearms, knives or any chemicals that are not allowed on the bus or on RMTD property
- Vandalism of an RMTD property
- Throwing any object at a bus.
- Any illegal activity

Suspension/Exclusion

In the event a customer chooses to act in a manner considered inappropriate by RMTD Staff or Security, which impedes the safe operation of RMTD buses or jeopardizes the safety of other customers on RMTD property, the following three-level suspension/exclusion process will be implemented:

LEVEL ONE:

Loss of riding privileges and/or suspension from the RMTD facilities for 24 -72 hours. Level one violations include any minor behavior that generally makes it uncomfortable for other customers, and where RMTD Staff or Security have asked the behavior to stop at least once. Examples include but are not limited to:

1. Hanging any body part out any RMTD vehicle window.
2. General horseplay including excessive moving around any RMTD vehicle or being loud.
3. The use of profanity which is offensive to other customers or the RMTD driver.
4. Disrespecting RMTD personnel in any way, including by way of language or gestures
5. Discard or deposit, other than into a refuse receptacle provided for that purpose any rubbish, trash, debris, or offensive substance.
6. Open or consuming alcohol, public intoxication, or being under the influence of alcohol or drugs.
7. Smoking in other than a designated area.
8. Harassing other customers or RMTD staff.
9. Bringing on any RMTD vehicle large articles, packages, baggage, non-collapsible strollers or baby buggies that block the aisles or exits, and restrict free movement of passengers. Children in strollers or baby buggies shall be transferred to a fixed seat.
10. Failure to comply with staff or security requests.

LEVEL TWO:

Loss of riding privileges and/or suspension from RMTD property for 30 days. Level two violations include any safety related behavior that impedes the safe operation of any RMTD bus, or behavior deemed a safety risk to other customers or RMTD Staff or Security. Examples include but are not limited to:

1. Lewd or unsanitary behavior including but not limited to spitting, defecation, or urination except in the designated restroom facility equipment.
2. Not following RMTD posted rules.
3. Excessive loitering (in excess of one hour).
4. In any manner hanging onto, or attaching oneself, in a dangerous manner, onto any exterior or interior part of a RMTD vehicle or in a district facility at any time.
5. Riding a skateboard, manual scooter, roller blades, bicycle, hoverboard or engaging in other dangerous physical activity in or around RMTD facilities or vehicles.
6. Panhandling on any RMTD vehicle or on RMTD property.
7. Willfully refusing to pay a fare or to show appropriate identification or fare media to the RMTD bus operator.
8. Destruction of property or vandalism of any RMTD property.

LEVEL THREE:

Loss of riding privileges and/or suspension from RMTD property for minimum of three months or longer as determined by RMTD Staff or Security. Examples include but are not limited to:

1. Physical violence or verbal threats of violence against others, customers, or RMTD staff.
2. Possession and/or use of any illegal drug(s) and associated activities.

LEVEL THREE (continued):

3. Smoking cannabis on any RMTD property or vehicles.
4. Possessing firearms, knives or any chemicals that are not allowed on RMTD vehicles or on RMTD property.
5. Theft of any kind, and/or destruction of any RMTD property.
6. Throwing objects at any RMTD bus or vehicle.
7. Throwing objects inside any RMTD vehicle or RMTD facility.
8. Arson, open fire, or use of any utensil or appliance capable of producing fire.
9. Filing fraudulent claims about an injury sustained on a RMTD vehicle, at the transit center, or bus stop.
10. Entering or remaining on an RMTD vehicle having been notified by an authorized individual not to do so.
11. Boarding or remaining on an RMTD vehicle during the period when an individual has been excluded from their use.
12. Any activity prohibited by law.

REMOVAL, EXCLUSION AND PROSECUTION

1. Any customer that exhibits behavior that falls into one of the three phases identified above will be notified by the RMTD in writing when possible. If the passenger is a minor, a reasonable attempt will be made to provide notification to the parent/guardian of said minor.
2. Any additional violations received during a one-year period will automatically increase to the next severity level resulting in progressively longer suspensions up to a **complete banning from RMTD property and the loss of riding privileges** as determined by RMTD Staff.
3. Any person receiving a violation and/or suspension is subject to being charged and arrested if such behavior constitutes a violation of Illinois local, state or federal laws.
4. All issued exclusions beyond 72 hours shall be reviewed by the RMTD Safety Manager or Director of Operations who will review the triggering event and determine what degree of suspension needs to be assigned to the individual involved.
5. The written exclusion notice signed by the RMTD Safety Manager or Director of Operations shall be given to the person excluded from all or part of the RMTD facilities or vehicles, or to the parent/guardian of any minor, if possible.
6. The exclusion notice shall specify the reason(s) for exclusion, places and duration of exclusion, and the consequences for failure to comply with the notice. The notice may also be provided by mailing the notice by first class U.S. mail to the last known address of the violator.
7. Any exclusion will commence immediately upon direct notification or delivery of the exclusion notice to the excluded person.
8. The duration of an exclusion can be reduced or enhanced depending upon the specific prohibited behavior(s) and circumstances of an occurrence or set of occurrences, including but not limited to, whether the person has engaged in multiple prohibited behaviors at a time, whether the person has repeatedly engaged in prohibited behavior(s) over a period of time, and/or whether the person has previously been excluded from RMTD facilities or vehicles. Additionally, the exclusion may be modified upon remedial actions to be undertaken by the offender, including but not limited to, restitution for damaged property or other conditions related to the rule violation, as determined by the RMTD Safety Manager or Director of Operations

APPEAL PROCEDURE

1. Appeals to the restrictions/suspensions must be made in writing by the excluded individual with reasonable promptness. Please include the exclusion, date of event, reason requesting the modification, and other supporting documentation that can be reviewed to process your request.

Appeals can be mailed to:

*Exclusion Appeals
ATTN: Safety Manager
Rockford Mass Transit District
520 Mulberry Street
Rockford, Illinois 61101*

2. Enhanced exclusion reviews are determined by the RMTD Safety Manager or Director of Operations.
3. The RMTD Safety Manager or Director of Operations shall review the written appeal and reconsider or modify the decision to exclude an individual, following an investigation of the matter, and shall specify in writing within fourteen (14) business days of the receipt of the appeal the reasons for rescission or modification, if applicable, to the appellant.
4. The decision of the RMTD Safety Manager or Director of Operations shall be in writing and shall be final.