

RULES OF CONDUCT AND INAPPROPRIATE CONDUCT TRANSIT EXCLUSION PROCEDURE



Approved

By Board of Public Works and Safety on:

May 26,

2011

Amended

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V-Line: Rules of Conduct and Inappropriate Conduct Transit Exclusion Procedure

I. Purpose

It is the mission of the V-Line, through the efforts of dedicated, well-trained employees, to provide safe, reliable, convenient, and efficient public transportation to the citizens and visitors of the City of Valparaiso. The V-Line has established this Behavior Policy to promote the safety and comfort of its riders, to assure the payment of fares and to ensure that the V-Line vehicles and facilities are safe, welcoming and provides equitable access for V-Line passengers. Responses to inappropriate and/or illegal conduct are outlined here.

II. Overview and Definitions

No individual may engage in inappropriate conduct on, at or in the facilities of the V-Line, including at Transfer Points, in shelters, at bus stops, and at administrative, operational, and maintenance facilities, or on buses used to provide V-Line deviated fixed route. Inappropriate conduct includes any individual or group activity which is disruptive or injurious to other individuals lawfully using V-Line facilities or services; damaging or destructing of transit facilities of services; or disruptive, harassing threatening or injurious to transit employees. Inappropriate conduct may also constitute a violation of an ordinance or criminal 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 exclusion under this Policy.

- **The term V-Line Transit or V-Line means the City of Valparaiso.**
- **The term “facilities ” means all the property and equipment of the V-Line, including without limitation, inside and outside areas of the V-Line (City) property, bus shelters, bus stops, transfer points, signage and buses used to provide V-Line Transit service.**
- **The term “V-Line facilities ” includes both public and non-public areas of V-Line facilities.**
- **The term “public area ” of V-Line Transit facilities includes those portions of facilities that are open for public use for transit or transit related purposes.**
- **The term “transit services ” means any deviated fixed route bus service.**

III. Level I Inappropriate Conduct on Buses

For any of the following inappropriate conduct on buses, persons will be given a first warning by the Bus Operator not to engage in the conduct. If further warning by the Bus Operator is necessary for failure of the passenger to comply, a V-Line Supervisor may be called to the scene by the Bus Operator. The Supervisor is authorized to and may ask the passenger(s) to leave the bus. An individual who declines to leave a bus after being ordered to do so by the V-Line Supervisor is subject to arrest and prosecution for trespassing and/or disorderly conduct.

Continuous repeat infractions may result in exclusion from buses for not less than 7 days or more than 6 months. See Section VI, Exclusion Procedure.

- Using an audio device (e.g. portable radio, tape, CD player, TV, etc.) unless such equipment is used with earphones so that sound is limited to person's own listening only
- Standing in front of the standee line at the front of the bus near the driver's seat.
- Bringing any animal on buses un-caged, except working animals that assist those with disabilities.
- Bringing on-board any large articles, packages, baggage, non-collapsible strollers or baby buggies which block the aisle and restrict the free movement of passengers.
- Engaging in indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct under circumstances in which such conduct tends to cause or provoke a disturbance. This is not intended to prohibit ordinary conversation between passengers in normal conversation tones.
- Having distracting conversations with V-Line Bus Operators.
- Engaging in unauthorized canvassing, selling, soliciting or distributing any material onboard buses.
- Changing a child's diaper.
- Exhibiting inappropriate personal hygiene, i.e. an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers.
- Boarding unattended minors: children five years of age and under must be closely accompanied at all times by an older responsible individual.
- Roller-skating, roller-blading, or skateboarding on buses.
- Hanging or swinging from stanchions or other bus equipment with feet off the floor.
- Hanging out, reaching out, or putting anything out of bus windows.
- Willfully refusing to pay a fare, or show specific bus pass to the bus operator.
- Otherwise disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of buses for their intended purpose.

IV. Level II Inappropriate Conduct on Buses or in Other Facilities

The following conduct is prohibited in all V-Line Facilities, including but not limited to, buses, Transfer Points, park & ride lots, and bus shelters except a specifically limited below. Any individual observed engaging in the conduct may be told by a Bus Operator or Supervisor or other authorized individual to leave the facilities immediately and may be subject to arrest by proper authorities.

The Bus Operators is authorized to request police assistance if necessary.

- **Fighting**
- **Bringing any items of dangerous nature on-board buses including: weapons (pistols, rifles, knives or swords); flammable liquids; dangerous, toxic or poisonous substances; vessels containing caustic material, chemicals, acids or alkalis; fishing rods which are not broken down or have unsecured or exposed hook or lures.**
- **Behavior that is disruptive, harassing, or threatening in nature to V-Line passengers or employees. This includes following or stalking passengers or employees.**
- **Causing sounds that are unreasonable and highly disruptive of other individuals using the V-Line facilities or services, including but not limited to prolonged loud, abusive, indecent, profane or drunken conduct.**
- **Misuse of fare media**
- **Drinking alcoholic beverages or possessing open alcoholic beverages.**
- **Otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit facilities for their intended purpose.**

V. Level III Inappropriate Conduct/Emergency Situations

The following conduct in all V-Line vehicles and facilities, including buses, Transfer Points, Park and Ride Lots and bus shelters will be cause for police intervention, arrest and/or prosecution. An emergency situation can be defined as any situation in which an individual's actions present an imminent danger to the life or safety of him/her or others, or to V-Line property. The Bus Operator is authorized to request police assistance. 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.

- **Use of counterfeit or stolen fare pass**
- **Assault or threat of assault**
- **Stealing or willfully damaging defacing or destroying V-Line property. The City will prosecute anyone who steals or willfully damages, defaces or destroys V-Line property.**
- **Lighting an incendiary device (e.g. match, lighter, torch).**
- **Obstructing or interfering with the Bus Operator's safe operation of the bus**
- **Indecent exposure**
- **Entering or remaining on V-Line buses after having been notified by an authorized individual not to do so, or boarding or remaining on V-Line buses during the period when an individual has been banned from the premises.**

VI. Transit Exclusion Procedure

After staff determines that there have been repeated or serious incidents of inappropriate conduct by an individual, and it is determined that the

individual involved should be excluded from transit facilities and/or services or that conditions should be placed on the individual's continued use thereof:

- The Transit Manager will issue, or cause to be issued, to the individual involved a written exclusion letter from V-Line facilities, including services as may be warranted. The letter shall indicate the reasons for the exclusion, the time period of the exclusion, and the facilities and/or services to which the exclusion order applies. If continued use of transit facilities and/or services is made subject to safety conditions or restriction (e.g., presence of a parent or guardian in the case of a juvenile; accompaniment by a personal care attendant or aide), a conditional exclusion letter may be issued specifying that the individual will be subject to exclusion unless the imposed restrictions are complied with. The letter shall also advise the individual of his/her right to appeal the decision and include a copy of the appeal procedure. The Transit Manager shall provide a copy of the letter to the V-Line Manager and will inform all staff involved, who have a need to know, about the reasons for the length of the exclusion

Approved by the Valparaiso Board of Works on May 26, 2011

Jon Costas
Mayor

Sharon Emerson Swihart
Clerk Treasure

David L. Hollenbeck
City Attorney

POLICIES AND PROCEEDURES

Alternate formats available upon request to: Transit Manager, 166 Lincolnway,
Valparaiso, IN 46383. 219.462.1161