

ALL RIDERS AND TRANSIT AGENCY VISITORS MUST FOLLOW THE CODE OF CONDUCT POLICY

Eastern Contra Costa Transit Authority (ECCTA), also known as Tri Delta Transit, is committed to providing quality and non-discriminatory public transportation.

Unfortunately, there are occasions when customer behavior seriously disrupts or endangers the health and safety of our employees and members of the public who use our services. When this occurs, it may be necessary to deny ECCTA services and/or access to ECCTA facilities to those customers in accordance with the criteria and procedures specified in this policy.

The rules contained herein are intended to regulate the conduct occurring on ECCTA vehicles, within or upon ECCTA facilities and properties, and in connection with ECCTA's provision of public transportation services.

The policy is enacted pursuant to the authority granted to ECCTA by the California Penal Code Section 640.

This policy applies to any member of the public utilizing or located upon or within ECCTA's public transportation services, ECCTA property, and/or ECCTA facilities.

Nothing in this policy shall be applied in a manner that discriminates against individuals with disabilities, or other protected classes. Individuals with disabilities, as defined by law, may request reasonable accommodation to the Rider Code of Conduct Policy by contacting the Compliance Manager at ECCTA's Administration office, located at 801 Wilbur Avenue, Antioch by calling 1-925-754-6622.



RIDER CODE OF CONDUCT POLICY

for
Eastern Contra Costa Transit Authority



Administration 1-925-754-6622
Route Information 1-925-754-4040
Paratransit Scheduling 1-925-754-3060
Accessible Services 1-925-706-4398
Tri MyRide 1-925-470-4997
TTY Relay 7-1-1

October 2024

PROCEDURES FOR SUSPENSION / EXCLUSION

A person who violates this policy is subject to a notice of violation and imposition of any and all remedies, fines, criminal sanctions, damages, and penalties available by law. Enforcement of any provisions of this policy involving the payment of any fees, penalties, other administrative amounts, or community service, based on California Penal Code section 640 (b) and (c), shall be pursuant to the authority and according to the procedures herein.

Administrative Action:

Staff will review all reports by bus operators or riders relating to complaints of conduct or behavior in violation of this code. Upon such review, the agency in its sole discretion may:

- Suspend future riding privileges for a definite or indefinite period (refer to "Suspension of Service" below)
- Notify appropriate law enforcement agency(s) and pursue arrest and criminal prosecution of the offending customer.
- Pursue any other appropriate legal or administrative remedy.
- Contact appropriate school authorities where applicable.
- Issue a warning letter.
- Determine that no further action is required.

Suspension of Service:

ECCTA reserves the right to suspend service to individuals who violate any of the policies and/or rules contained herein. Penalties may be increased if the infraction is deemed to be of a criminal nature and under investigation and/or action by the police and/or court jurisdiction. The Chief Operating Officer (COO) of ECCTA, or their designee, shall be authorized to make a decision for suspension of service, which shall be final, subject to the individual's right to appeal.

Dangerous Conduct- Presenting a Serious Threat to Public Safety:

In the case of conduct which is determined by ECCTA to present a clear and immediate threat to the safety of customers or ECCTA employees, and/or which has resulted in injury to the violator or to customers and/or ECCTA employees, ECCTA may immediately and/or permanently suspend transit services subject to the individual's right to appeal.

- **First Offense:** The first violation of this code may result in suspension of transit services for a period no longer than seven (7) calendar days.
- **Second Offense:** The second violation of this code may result in a suspension of transit services for a period no longer than thirty (30) calendar days.
- **Third Offense:** The third violation of this code may result in a suspension of transit services for a period no longer than 360 calendar days.

Due Process-Appeal of Suspension Action:

Users of the agency's services may appeal a suspension of service decision in writing to either the Tri Delta Transit Chief Executive Officer (CEO) at 801 Wilbur Avenue, Antioch, CA 94509 or by emailing CEO@trideltatransit.org.

Appeals Procedures:

- (1) A person who violates any provision of the code and who receives a suspension may, within seven (7) calendar days of the issuance of such suspension, request a review to dispute the violation. The request for review may be made by telephone, email, in writing, or in person.
- (2) The CEO or their designee will conduct a review of the materials submitted supporting a request for a review to determine whether the violation did or did not occur, or whether extenuating circumstances exist which may deem dismissal of the suspension appropriate. The CEO or their designee will review all materials submitted and may conduct a further interview of any person or witness related to the incident. Upon completing such a review, the CEO or their designee will make a written decision to either (a) uphold the suspension, (b) modify the suspension, and determine the starting and end date of the suspension, (c) dismiss the suspension and reinstate the appellant's ability to use the service, or (d) take other appropriate action commensurate with the review.
- (3) ECCTA will notify, in writing, the person requesting the review as to the outcome of the review. Notice of the results of the review shall be deemed to have been received by the person who requested the initial review five (5) calendar days following notification of the decision by ECCTA. Service may be accomplished in person, or by any form of electronic or written mail.

Notices, letters, and appeal decisions will also be made available for pickup during regular business hours at the ECCTA administrative office customer service window.

Remedy Not Exclusive:

ECCTA's adoption and enforcement of this code is not an exclusive remedy for conduct affecting ECCTA and does not limit ECCTA's ability to resort to any other penal, judicial or administrative remedy and/or penalty available under applicable local, state or federal law.



CODE OF CONDUCT ONBOARD BUSES/VEHICLES

- Customers must board the bus at a designated bus stop. For safety, the bus will not stop after it pulls away from the curb.
- ECCTA customers are required to pay the proper fare with cash or accepted fare media upon boarding the bus. To receive a reduced fare, a customer is required to show eligibility for the reduced fare.
- Animals are not permitted in ECCTA facilities or vehicles, unless the animal is: (1) in a secure animal carrier, (2) a certified police dog accompanied by a peace officer, or (3) a service animal, as defined by the Americans with Disabilities Act (ADA). Where permitted, animals must be properly secured and/or controlled while riding in an ECCTA vehicle or visiting an ECCTA facility, as follows:
 - ⇒The service animal is required to sit, stand or lay on the floor of the vehicle and may not block the aisle.
 - ⇒Service animals must be under the control of the handler at all times.
 - ⇒If an animal misbehaves, the customer may be asked to remove the animal from the vehicle. If an animal misbehaves on multiple occurrences, the animal's riding privileges may be revoked. Examples of misbehavior include unprovoked growling or attacking a customer, an operator, or other service animal, excessive barking, or repeated instances of urination or defecation on or in ECCTA buses or facilities.
- Priority seating is labeled and available at the front of the bus for senior and disabled customers. Please yield priority seats to senior and disabled customers.
- Keep the aisle clear of carts and strollers or use the designated stroller area.
- Sealed food and drink are permitted on ECCTA vehicles, but eating and drinking onboard a vehicle is prohibited.
- Drinking or carrying alcohol in an open container is prohibited.
- The use of portable audio equipment without earphones is not allowed.
- Shoes and clothing are required.
- All customers must exit the bus at the end of the line.



CODE OF CONDUCT ECCTA PROPERTY

- Loitering or remaining in or on ECCTA property, vehicles, bus stops, or bus shelters beyond what is reasonably necessary for utilizing ECCTA services is prohibited.
- Bicycles, skates, skateboards, kick scooters, e-scooters and other wheeled devices, except wheelchairs and mobility aid devices, may not be ridden on vehicles.
- Interfering or tampering with mobile data computers, fare boxes, security equipment or any other equipment on ECCTA property or vehicles is prohibited.
- Intentionally damaging, obstructing or impeding the flow of transit vehicles, passenger traffic, hindering or preventing access to transit vehicles or stations, or unlawfully interfering with the provision or use of public transportation services is prohibited.
- Commercial activity is prohibited on ECCTA property and vehicles, unless permitted and authorized by ECCTA in writing and subject to the approval of the ECCTA CEO or their designee.
- No person, other than an ECCTA employee, shall post flyers, pamphlets, posters, or any other materials on ECCTA property, vehicles, bus stops, or bus shelters.

LANGUAGE ASSISTANCE

If information is needed in another language, please contact 1-925-754-6622.

Si necesita información en Español, llame al 1-925-754-6622.

如果需要中文信息, 請電 1-925-754-6622.

Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-6622.

Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-6622.

CODE OF CONDUCT PROHIBITED DISORDERLY CONDUCT

- Intentional fare evasion, payment of incorrect fare, or misuse of tickets.
- Verbal, threatening, violent, or physical abuse or assault of an ECCTA employee or customer.
- Behavior that presents a danger to the health, safety or welfare of an ECCTA employee or customer. Such behavior includes conduct which is violent, seriously disruptive or illegal as defined by the California Penal Code.
- Harassing or abusing an ECCTA employee or customer because of race, national origin, sexual orientation, or other protected classification as outlined by federal and state statute.
- Sexually harassing an ECCTA employee or customer.
- Defacing, destroying, tampering, removing or otherwise damaging ECCTA property, vehicles, bus stops, or bus shelters.
- Smoking or carrying a lighted or smoldering pipe, cigar, cigarette, electronic cigarette, vaping device or using tobacco, cannabis, or other substance, while on ECCTA vehicles or within ECCTA bus shelters or stops.
- Possession of controlled or hazardous substances, guns, knives or devices that are weapons or appear to be capable of being used as a weapon. This provision does not apply to law enforcement.
- Carrying flammable liquids, explosives, acid, battery or other article or material likely to cause harm to others.
- Urinating, defecating, vomiting, spitting, or inappropriately discharging of bodily fluids on transit property.
- Customers who are temporarily unable to care for themselves due to illness or intoxication, which interferes with the safe and smooth operation of the vehicle.
- Intentionally disturbing others by engaging in loud, boisterous, raucous, unruly, or harassing behavior that is harmful and intimidating to others.
- Blocking an aisle, door, or stairway with one's body or object, in a way that poses a danger, unreasonably impedes a customer or ECCTA employee's movement, or displaces a customer.
- Failing to maintain acceptable standards of personal hygiene, which could expose an ECCTA employee or customer to health and safety risks.
- Engaging in or soliciting another person to engage in prostitution or other illicit activity (human trafficking).



CODE OF CONDUCT

ECCTA requires users of its services to adhere to minimum standards of conduct. The purpose of the policies and rules are to protect the health, safety, and welfare of ECCTA passengers and employees, to protect equipment and facilities used in providing public transit services, and to assure civility and desirability of transit service. The following code of conduct details the minimum standards expected and the activities and/or behaviors that are prohibited on ECCTA buses, ECCTA facilities, and ECCTA property, and further informs of the behavior that shall not be engaged in by persons utilizing or desiring to utilize ECCTA services. Failure to adhere to this code of conduct may be cause for removal or suspension from ECCTA properties or services consistent with this policy.

HOW YOU CAN HELP

You have reporting options for your safety and security concerns:

- **Call 9-1-1** for crimes in progress and emergencies. Be prepared to give the bus number, route number and direction the bus is traveling.
- **Report on the bus to the operator.**
- **Tri Delta Watch App-** Report using the free app for both iOS and Android.

All ECCTA buses are equipped with audio/video security equipment.



Tri Delta Watch