

Greenlink Customer Code of Conduct and Passenger Responsibility Policy

Section A: Code of Conduct

1. **Elderly/Disabled Seating** – The aisle-facing bench seats at the front of the buses are reserved for disabled and elderly passengers. Non-qualifying passengers must vacate such seating upon request of a Greenlink employee.
2. **Smoking Prohibited** – No person shall smoke tobacco or other substances, or carry any burning or smoldering substance, aboard a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
3. **Alcohol and Drugs Prohibited** – No person shall use or possess alcohol or illegal drugs on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters, except for lawfully possessed and unopened alcoholic beverages.
4. **Criminal Activity** – No person shall engage in any activity prohibited by Federal, State or Municipal laws while on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
5. **Threatening or Offensive Language** – No person shall intentionally or recklessly disturb, harass or intimidate another person by means of threatening or offensive language, or obscenities on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
6. **Food and Beverage** – No person shall bring any food or beverage in open containers on a Greenlink vehicle. No person shall consume food or alcohol on a Greenlink vehicle. Passengers may consume non-alcoholic beverages only from non-glass containers with snap/screw-on lids.
7. **Littering or Spitting** – No person shall discard or deposit, other than into a trash receptacle provided for that purpose, any rubbish, trash, debris, cigarette butts or offensive substance in or on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters. No person shall spit, expectorate, defecate or urinate in or on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
8. **Safety** –
 - a. Passengers (except infants who are held) must wear a shirt, shoes, pants/shorts, a skirt, a dress or comparable clothing on Greenlink vehicles and on Greenlink property, including the transit center and bus stops/shelters. All passengers must cover exposed skin that may transmit communicable disease.
 - b. No person shall in any manner hang onto, or attach himself or herself onto any exterior part of a Greenlink vehicle at any time. No person shall extend any portion of his or her body through any door or window of a Greenlink vehicle.
 - c. No person shall ride a skateboard or bicycle, or roller skate or in-line skate in a Greenlink vehicle or in and around Greenlink property, including the transit center and bus stops/shelters.
 - d. No person shall throw, or cause to be thrown/projected, any object at or within a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
 - e. No person shall interfere, in any manner, with the safe operation or movement of any Greenlink vehicle.
 - f. No person shall impede or block the free movement of passengers, or otherwise disrupt the functions of Greenlink vehicles, the transit center or bus stops/shelters.
 - g. Passengers must not engage in unnecessary conversation with the operator of any Greenlink vehicle.
 - h. All passengers shall remain behind the yellow/white standee line while the bus is in motion.
9. **Harassment** – No person shall intentionally or recklessly harass or annoy another person by:
 - a. Subjecting such other person to offensive physical contact;
 - b. Publicly insulting such other person by abusive words, racial slurs or gestures in a manner intended and likely to provoke a violent response;
 - c. Making sexually harassing comments or gestures.
10. **Disorderly Conduct** – No person shall intentionally or recklessly cause inconvenience, annoyance or alarm by:
 - a. Fighting, or violent, tumultuous or threatening action (physical or verbal) on any Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters;
 - b. Fake fighting, slap boxing or engaging in any other horseplay that may escalate and/or interfere with the comfort and safety of passengers;
 - c. Making unreasonable noise on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters;
 - d. Obstructing the movement of passengers on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters;
 - e. Creating a hazardous or physically offensive condition on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
11. **Animals** – No person shall bring or carry aboard a GTA vehicle, or take into a GTA station, any animal not housed in an enclosed animal carrier. The animal carrier must not exceed 19"x13"x9" in size, have ventilation on 2 or more sides, and be leak- and escape-proof. Animals must be able to stand up, turn around, and lie down in their carrier. Service animals are exempt from this policy.
12. **Packages/Strollers** – Any packages or parcels brought aboard a Greenlink vehicle must be able to be stored on and/or below one seat (if available), and must be secured so as to prevent displacement should the vehicle have to make a sudden stop or sharp turn. In no event shall any package or parcel be allowed to block access to any aisle or stairway.
No person shall bring or carry aboard a Greenlink vehicle a carriage or stroller unless such item is folded and unoccupied. Carriages and strollers must remain folded while aboard the Greenlink vehicle.
13. **Electronic Devices** – No person shall play radios, personal communication devices, tape players or any other audio device or musical instruments on

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- a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters, unless the sound produced is only audible to the device owner through earphones.
14. **Repulsive Odors** – No person shall board or remain on a Greenlink vehicle or enter or remain on Greenlink property, including the transit center and bus stops/shelters, if the person emits/applies excessive fragrances, lotions, perfumes, colognes or odors that disturb other Greenlink passengers or employees on the vehicle or on Greenlink property, and which cause a nuisance or extreme discomfort.
 15. **Emergency Exit** – No person shall activate the “Emergency Exit” or alarm device on a Greenlink vehicle or in the transit center in the absence of an emergency.
 16. **Greenlink Seats** – No person shall place his or her feet on any seat of a Greenlink vehicle or on the seating in the Greenlink transit center.
 17. **Weapons/Hazardous Items** – No person, except a law enforcement officer, shall bring any knife, gun, bow/arrow, explosive device or material, fireworks, blackjack, club and/or any illegal or unlawfully possessed weapon of any kind on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
 18. **Pornography** – No person shall read, view, expose or utilize any form of pornographic material from any media source on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters, which may be viewed or heard by any passenger or Greenlink employee.
 19. **Solicitation/Panhandling** – No person shall solicit, sell or distribute any materials or products on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters, unless written authorization is obtained from the Greenlink general manager or designee. No person shall panhandle, beg or request donations on a Greenlink vehicle or on Greenlink property, including the transit center and bus stops/shelters.
 20. **Non-Payment of Fare; Misuse of Bus Pass** –
 - a. No person shall occupy, ride or use a Greenlink vehicle unless the person has paid the applicable fare or has a valid and lawfully acquired transfer or pass.
 - b. No person shall use or attempt to use a Greenlink bus pass to board or ride a Greenlink vehicle unless the pass was lawfully acquired at an authorized Greenlink pass outlet.
 - c. Any Greenlink employee or law enforcement officer may confiscate a bus pass used or presented for use in violation of (a) or (b).
 - d. Misuse of any bus pass or transfer is theft. Any person who violates these subsections, in addition to any penalties described herein, may be subject to criminal prosecution for theft of services.

Section B: Refusal of Service, Ejection

Greenlink encourages respect and appropriate behavior from passengers on its vehicles and in its facilities. Passengers who undertake or participate in any conduct set out in Section A will be requested to cease the action, and warned that if the action continues, he/she will be asked to leave the Greenlink vehicle or property. Greenlink reserves the right to immediately refuse all Greenlink services to a passenger when necessary to protect the health and safety of other passengers or employees, regardless of the progressive steps of exclusion reflected in this policy, when the actions involve violent, illegal or seriously disruptive action. In such cases, a Service Exclusion Notice may be issued immediately by a law enforcement officer or Greenlink supervisor.

1. **Failure to Comply** – Passengers who repeatedly abuse the system or habitually violate the Rules of Conduct established in this policy will not be tolerated. The following procedures will be used in refusing transportation or ejection:
 - Three Strike Policy: A passenger will be warned twice before being ejected from the bus on the third violation, normally on the same trip. That same passenger will not be continually allowed “three strikes” for each trip. The right to refuse service could increase in length up to permanent exclusion.
 - If a passenger received two strikes on an outbound trip and then boards the bus later on an inbound trip, the third strike could occur on the inbound trip.
 - If a passenger establishes a history of non-compliance with this policy (three refusals/ejections), a Service Exclusion Notice may be issued.
2. **General Incident Protocol** – The following is the general procedure and protocol that Greenlink will follow in enforcing the rules described within this policy:
 - The exclusion period imposed will follow the guidelines listed below, but may be longer or shorter depending upon the circumstances of each case:

• First Offense	up to 7 days	• Third Offense	up to 180 days
• Second Offense	up to 30 days	• Each Subsequent Offense	up to 365 days
3. **Appeal** – The Service Exclusion Notice issued to a passenger shall include notice of their right to appeal the decision to the Greenlink general manager or designee. The passenger may file a Notice of Appeal within 10 working days after receiving a Service Exclusion Notice.
 - The passenger may request a hearing or may request a review without a hearing based on a written statement or interview outlining the reasons why the exclusion should be revoked. If requested, the hearing shall be held by the Greenlink transportation superintendent or designee within 30 days.
 - Following the hearing, or if a hearing is not requested, the Greenlink general manager or designee shall render a decision within 10 days after receipt of the Notice of Appeal or the completion of the hearing. The decision may be conveyed to the passenger in writing.
 - Greenlink will not provide service to the passenger pending resolution of the appeal.