

**TRINITY COUNTY DEPARTMENT OF TRANSPORTATION  
TRINITY TRANSIT**

**Riders Code of Conduct  
Rules and Policies Governing the Conduct and Safety of the Public in the  
Use of Trinity Transit's Buses and Facilities**

**Purpose and Applicability**

The purpose of the following policies and rules are to protect the health, safety and welfare of Trinity Transit's passengers and drivers, to protect equipment and facilities used in providing public transit services, and to assure civility and desirability of transit service. Trinity Transit's Riders Code of Conduct ("Code") shall apply to all passengers, whether riding, exiting or entering the bus, or waiting for the bus at a designated transit stop, or visiting the Trinity County Department of Transportation office.

**Passenger Conduct** (*Passenger Courtesy*):

- Show courtesy to the driver and other passengers when riding, exiting or entering the bus, or waiting for the bus at a designated transit stop.
- Yield priority seating and locations designated for use by persons with disabilities and senior citizens.
- Use the passenger's "stop" signal only when approaching your designated bus stop.
- Stay seated when the bus is in motion.
- Keep voices to a low and conversational level.
- Control animals permitted on board (see "Animals" pg. 2).
- Clean personal hygiene is a requirement to ride the bus.

**Prohibited Behavior:**

- Any violation of this Code, Federal, State or Local Law including but not limited to conduct described in California Penal Code Section 640.
- Standing on the driver's side of the Standee Line.
- Threatening the health, safety or wellbeing of the driver and/or other passengers.
- Damaging or defacing the vehicle or any Transit property, including but not limited to bus shelters, benches, and signs.
- Fighting, pushing, crowding, shoving, or initiating physical contact with the driver and/or other passengers.
- Any conduct which distracts or interferes with the driver's attention to driving and/or operation of the bus and execution of duties.
- Disposing of garbage, paper, refuse or any other materials except in receptacles provided for that purpose.
- Loud or boisterous talking or noises, and/or unwanted conversation with the driver and/or other passengers.
- Using obscene, threatening or offensive language.

- Use of electronic devices except while using headphones at a volume which does not disturb the driver and/or other passengers.
- Eating and drinking on the bus; only water is allowed.
- Entering any restricted transit areas posted as being closed to the general public, except as authorized by Trinity Transit staff.
- Opening or tampering with emergency windows/exits, except during an emergency.
- Tampering with or operating equipment intended for the bus driver's exclusive use.
- The use of all forms of tobacco (including vaping) within 25 feet of buses and Transit bus stops and facilities.
- Smoking, ingesting cannabis or cannabis products, and/or possessing an open container or open package of cannabis or cannabis products, within 25 feet of Transit bus stops and facilities.
- Using Transit buses or facilities while using, being under the influence of, or in possession of, any illegal substances or activity.
- Using Transit buses or facilities while intoxicated (having diminished physical and mental control by means of alcoholic liquor, a drug, or another substance).
- Being in possession of an open container of alcohol on the bus or at any Transit bus stop.
- Possession of any illegal weapons or hazardous materials on the bus or at any Transit bus stop.
- Bringing bags (or the like) of recycled cans/bottles (or the like) on board the bus.
- Intentional fare evasion, payment of incorrect fare, misuse of bus passes and/or tickets, or deliberate misrepresentation as a reduced fare recipient.
- Possession or use of any dangerous flammable substances, or use of any devices to produce a flame.
- Disregarding or disobeying the directive of a bus driver with regard to policies and their enforcement.
- Crossing in front of the bus after exiting the vehicle.
- Touching or running after a moving bus.
- Using any part of your body or any object to try to hold open or reopen bus doors if they are closing and/or the driver intends to or is attempting to close them.
- Occupying more than one seat when to do so would cause other passengers to stand (no seats available), or otherwise interfere with the comfort of other passengers.
- Entering or remaining on a Trinity Transit bus and/or at a bus stop if emitting/applying excessive fragrances, lotions, perfumes, colognes or odors which cause a nuisance or extreme discomfort to Trinity Transit passengers and/or drivers.
- Loitering and/or panhandling on the bus or at any Transit bus stop.

**Requests to be Dropped Off at an Undesignated Locations (“Flag Stops”)**

- If a passenger requests to get off the bus at an undesignated location, the bus driver will do so only if he/she deems it safe to pull over; otherwise the driver will pull over when he/she comes to the nearest safe location.

### **Strollers and Carts**

- Strollers and other wheeled carts must be folded before boarding the bus and must be stowed safely away from and secured against moving into the aisle and safety exits.

### **Mobility Devices**

- All mobility devices are required to be secured to the floor in the rear of the bus by drivers trained to do so with the proper equipment provided by Trinity Transit.
- Walkers that can be folded may be stored in the luggage racks if available or in the seating area in such a way as to prevent them from moving into the aisle or safety exits.

### **Carry-on Items**

- All items brought onboard, including skateboards, shopping bags, or backpacks must be safely stowed and secured against moving into the aisles or safety exits.
- Items may be stored in the luggage rack at the front of the bus or in the overhead racks if available. Items may also be held on the passenger's lap.
- Baggage is generally limited to two items, such as one suitcase and one backpack, or no more than three (3) shopping bags.

### **Animals**

- Trinity Transit allows Service Animals (or small pets confined in pet carriers) on board buses. Riders are responsible for maintaining control over their animals and caring for them at all times; prevent them from barking and/or growling, and approaching or threatening other passengers and/or drivers.
- Animals must ride on the floor in front of Rider; animals are not allowed on passenger seats and may not ride in the aisles or safety exits.

### **Bicycles / Bicycle Trailers**

- All Trinity Transit buses are equipped with bike racks; available on a first come, first served basis.
- If all bike spaces on the rack are in use, or a bicycle trailer needs stowing, the driver may allow subsequent bicycles or trailers to be stored in the rear area of the bus designated for mobility devices (wheelchairs) if space is available at that time and depending on route situations known to the driver, however, ADA passengers with mobility devices will always be accommodated first.

If the driver chooses to store bicycles and their attachments within the bus, it will only be if it doesn't pose a safety hazard for passengers and the driver in the occasion of an emergency evacuation. In the event of an ADA passenger needing the space when it is being used by something else, the other items will be moved to make room for the ADA rider. If the items cannot be stored safely in another location on the bus, they will have to be removed.

- Passengers are responsible for correctly loading, securing and unloading their bicycles.
- Trinity Transit is not responsible for theft or loss of bikes, damages incurred to the bike while on the transit system or at bus stops. Trinity Transit is not responsible for damages to the bike nor injuries to the rider during loading or unloading of a bike. Riders are responsible for any damages and/or injuries to third parties caused by the rider or bike while the bike is being loaded or unloaded.
- Please review the "Bike and Ride" page on the Trinity Transit website ([trinitytransit.org](http://trinitytransit.org)) for steps to safely load and unload your bicycle.

### **Safety Belts**

- All Trinity Transit buses are equipped with seat belts.
- Currently the law does not require bus passengers to wear safety belts. For your safety, wearing safety belts is recommended.

## **Surveillance**

To further the health, safety and welfare of drivers and passengers, Trinity County Department of Transportation -Transit Division may at its discretion, equip some or all of its vehicles and facilities with video and/or audio equipment. Said equipment shall be used solely in connection with the furtherance of the above policies.

## **Enforcement of Policies**

Passengers must comply with Trinity Transit bus drivers at all times. Bus drivers are authorized to enforce these policies and may refuse service to anyone who engages in prohibited behavior; additionally the privilege to ride Trinity Transit buses may be suspended.

Upon witnessing a violation, Trinity Transit bus drivers may:

- Warn the offending passenger that further like conduct will be grounds for removal from the bus and/or future denial of services.
- Stop the vehicle until the offending conduct stops, the offending passenger has been removed from the bus, or law enforcement can assist in removing the offending passenger. At any time a passenger is put off the bus their bus fare shall be forfeited.
- Refuse to admit the passenger onto the bus if the offending conduct occurs before the passenger boards (i.e. at the bus stop or the passenger is subject to a current suspension).
- Report the passenger's conduct to the police.

Bus drivers are required to report any violation of this Policy to their supervisor.

*All Trinity Transit buses are equipped with cameras which continually record activity in and around the bus during operating hours. Recordings can therefore be reviewed by appropriate personnel and/or law enforcement in order to accurately determine details of all activities in question. (See "Surveillance" below.)*

## **Administrative Action by Trinity County Department of Transportation-Transit Division**

Trinity County Department of Transportation-Transit Division staff will review all reports by drivers or passengers relating to complaints of conduct or behavior in violation of this Code.

Upon such review, Trinity County Department of Transportation-Transit Division 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 passenger.
- Pursue any other appropriate legal or administrative remedy.
- Issue a warning-letter or notification.
- Determine that no further action is required.

## ***Dangerous Conduct Presenting a Serious Threat to Public Safety***

In the case of conduct which is determined by Trinity Transit Management or the Trinity County Department of Transportation Director to present a clear and immediate threat to the safety of Trinity Transit passengers and/or operators, employees, officers, agents, and/or volunteers of Trinity County Department of Transportation -Transit Division, and/or which has resulted in injury to the violator or to Trinity Transit passengers and/or operators, employees, officers, agents, and/or volunteers of the Trinity County Department of Transportation -Transit Division, may immediately and/or permanently result in suspended transit services subject to the individual's right to appeal as described below.

## **Suspension of Services**

Trinity County Department of Transportation -Transit Division reserves the right to suspend service to individuals who violate any of the policies and/or rules contained herein. Offenses which have occurred prior to the adoption of this Code shall not be considered for purposes of the progressive penalties described herein. Penalties may be increased if the infraction is deemed to be of a criminal nature and under investigation by the police and/or court of jurisdiction. The Trinity County Department of Transportation- Director shall be authorized to make all final decisions which may immediately and/or

permanently result in suspended transit services subject to the individual's right to appeal as described below:

***Violations of Prohibited Behavior are handled as follows:***

First Offense

The first violation of this Code may result in suspension of transit services for a period no longer than one week.

Second Offense

The second violation of this Code within 12-months of the first offense may result in a suspension of transit services for a period no longer than one month.

Third Offense

The third violation of this Code within 18-months of the second offense may result in a suspension of transit services for a period no longer than one year.

**Due Process – Appeal of Suspension Action**

Users of Trinity Transit may appeal a suspension of service decision either in writing or by contacting the Trinity County Department of Transportation -Transit Division in person to schedule an appeal hearing at the address/phone number listed below:

Trinity County Department of Transportation -Transit Division  
P.O. Box 2490  
31301 State Hwy 3  
Weaverville, CA 96093  
(530) 623-1365

The appeal hearing shall be scheduled within 14 calendar days from the date the notice of the appeal is received by Trinity County Department of Transportation -Transit Division. If the request is made in person, Trinity County Department of Transportation -Transit Division may require the appellant to sign a written form requesting an appeal hearing.

The "Transit Suspension Appeals Panel" is established to consider all suspension appeals and render a final decision on a suspension and consists of:

- Trinity County Department of Transportation Director or designee
- Trinity Transit-Transit Coordinator
- Trinity County Behavioral Health Director or designee

The Transit Suspension Appeals Panel ("Panel") shall meet at a time and place provided to the appellant in writing at least five days prior to the date of the Panel hearing. Appellant shall have the right to appear at the hearing and may request a continued time or date acceptable to the Panel. If the appellant requests review of an appeal upon submission of written information and/or documents, the Panel shall meet to consider the written appeal. The Panel, after considering the appeal, may;

- Uphold the suspension, and determine the starting and ending date of the suspension
- Modify the suspension, and determine the starting and ending date of the suspension
- Dismiss the suspension and reinstate the appellant's ability to use the transit service

The Panel's decision shall be final. The appellant shall be notified in writing of the Panel's decision within 7 days of the Appeal Panel's meeting.

**Remedy Not Exclusive**

Trinity County Department of Transportation -Transit Division's adoption and enforcement of this Code is not an exclusive remedy for conduct affecting the Trinity Transit system and does not limit Trinity County Department of Transportation -Transit Division's ability to restore to any other judicial or administrative remedy and/or penalty available under applicable local, State or federal law.

**Consistency**

The above policies shall be enacted and enforced consistently with all applicable federal and state laws.