

## Passenger Code of Conduct:

The mission of Pueblo Transit is to provide safe, reliable, and timely transit service to the public in a courteous and professional manner as cost effectively as possible.

To provide safe, reliable, and timely transportation, Pueblo Transit asks its customers to follow a set of behavioral guidelines called Thoughtful Transit.

Thoughtful Transit focuses on providing a safe, convenient, and thoughtful experience to all customers, while also discouraging disruptive or antisocial behaviors.

Being respectful of other customers and Pueblo Transit employees does not take more than common courtesy.

### **Purpose:**

Pueblo Transit strives to ensure that everyone is treated fairly and has equal access to transportation.

Pueblo Transit established this code of conduct setting forth rules prohibiting certain conduct that may adversely affect the use of Pueblo Transit buses, facilities and property including parking lots, bus stops and bus shelters.

Prior to enforcement, Pueblo Transit will make every attempt to educate a person on conduct prohibited by this code. However, any person who engages in prohibited conduct may be subject to enforcement ranging from a verbal or written warning, immediate suspension, or a criminal citation (see enforcement section).

### **Authority:**

This code of conduct was approved by the Transit Director on **12-4-2023**

  

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Benjamin Valdez- Director of Pueblo Transit

### **Prohibited Conduct:**

Individuals are prohibited from committing, attempting to commit, or assisting any person or combination of persons to commit, the following act or behaviors in or on any Pueblo Transit vehicle, facility, or Property.

### **Fares, Rides, and Locations**

#### **Prohibited conduct:**

1. Failing to possess or purchase valid fare or transfer when accessing Pueblo Transit Services.
2. Failing to obey any request from Pueblo Transit to stand behind warning strips in the bus or at the Transit Center.
3. Failing to exit a Pueblo Transit vehicle upon reaching its final destination or requested by Pueblo Transit staff or Transit Security.
4. Unauthorized presence in or on any Pueblo Transit vehicle, facility, or property after hours of operation.
5. Unauthorized presence on any Pueblo Transit property not open to the public.

### **Smoking, Eating, Drinking, and Littering**

#### **Prohibited conduct:**

1. Smoking or vaping any substance including but not limited to tobacco (as defined in the Colorado Clean Air Act), or use of chewing Tobacco on any Pueblo Transit vehicle or within any prohibited area. Prohibited conduct includes:
  - a. Any Pueblo Transit facility or property where smoking is prohibited by state and local law.
  - b. Any indoor Pueblo Transit Facility.
  - c. Any outdoor or enclosed property where “no smoking” signs are posted.
  - d. The area within a radius of 15 ft. to any entrance of Pueblo Transit facilities.
2. Consuming any alcoholic beverage, or possessing an open container of any alcoholic beverage, the use or possession of marijuana in or on any Pueblo Transit vehicle, facility, or property.
3. Bringing open food or beverage containers onto Pueblo Transit vehicles. Food must be kept in sealed or resealable containers. Beverages must also be sealed or in a spill-proof container. Eating on any Pueblo Transit vehicle is prohibited unless medically necessary.
4. Distributing or posting handbills on Pueblo Transit vehicles, or property, unless otherwise authorized by Pueblo Transit Management.
5. Littering (including the intentional spilling of foods and liquids)

### **Disruptions**

#### **Prohibited conduct:**

1. Engaging in disruptive behavior that substantially interferes with other customers utilizing or accessing Pueblo Transit services and/or Pueblo Transit staff from performing official duties.
2. Engaging in language that is violent, profane, or calculated to disturb the peace. This includes threats or threatening language that may cause other customers, Transit staff or contractors to fear for their safety.

3. Engaging in any form of harassment whether, physical, sexual, or bullying, towards customers, Transit staff, or contractors will not be tolerated. This includes offensive, unwelcome, conduct of sexual and/or abusive nature towards an individual because of their race, color, religion, sexual orientation, marital status, age, disability, or gender identity.
4. Operating any device used to listen to music or other sound (other than a mobile phone when being used for communication) without headphones at such volume level that it causes a distraction to other passengers and/or Transit staff.
5. Engaging or promoting activities not authorized by Pueblo Transit.

### **Personal Transportation Units**

#### **Prohibited conduct:**

1. Riding a skateboard, inline or roller skates, bicycle, scooter, segway, or other wheeled personal transportation device (unless used as a mobility unit for an individual with a disability) in or on any Pueblo Transit vehicle, facility, or property. Walking with a bicycle (no riding) and wheeling luggage are permitted activities.
2. Using any wheeled device in an unsafe manner that could cause injury to others.
3. Not placing a bicycle in the designated bike rack on Transit bus and/or not collecting the bicycle upon leaving the bus.

### **Personal Hygiene**

#### **Prohibited conduct:**

1. Bathing or washing clothes in Pueblo Transit restrooms.
2. Failure to wear shirts/tops, footwear, and pants or bottoms in any Pueblo Transit vehicle, facility, or property (subject to ADA reasonable modification)
3. Putting shoes/feet on Pueblo Transit seats.
4. Spitting or intentionally soiling any seat or other area (other than designated trash cans) with liquids, grease, oils, foods, urine, feces, bodily fluids, or any other substances.
5. Intentionally causing a repulsive odor so extreme and unavoidable that it causes nuisance, unreasonably interferes with the use, operation, or enjoyment of a Pueblo Transit vehicle or facility, or creates a direct threat or unsafe condition. (subject to ADA reasonable modification)
6. Engaging in public nudity or exposing oneself.

### **Prohibited or Illegal Activity**

1. Any illegal activity under any applicable federal, state, or local law, ordinance or regulation, including but not limited to assault; menacing; theft; possession of illegal

drugs; littering; vandalism; hindering public transportation (CRS 18-9-114); and endangering public transportation (CRS 18-9-115).

2. Failure to comply with reasonable request from a Pueblo Transit employee or representative related to Pueblo Transit operational policies.

## **Occupying and restricting**

### **Prohibited conduct:**

1. Obstructing customers with disabilities from accessing features necessary to use Transit services such as ramps, lifts, and assigned seating areas.
2. Possessing or transporting large items that restrict the reasonable and safe movement of customers on or around transit vehicles and facilities.
3. Possessing or transporting any flammable liquid, combustible, corrosive, or explosive materials or any other dangerous or hazardous items.
4. Carrying weapons, dangerous instruments or any other item intended for use as a weapon. This includes but is not limited to knives, box cutters, razor blades, swords, baseball bats, or loaded, unlicensed, unconcealed guns.
5. Writing, marking, scribbling, defacing, or causing destruction on or to any Pueblo Transit vehicle or property in any manner.
6. Intentionally occupying more than one seat of a Pueblo Transit vehicle or facility when seating is limited. (subject to ADA reasonable modification).
7. Failing to clear a designated wheelchair/ mobility device upon request.
8. Occupying or remaining on Pueblo Transit property when circumstances indicate the individual is not using Pueblo Transit services, contracting lawful business, engaging in protected speech, or otherwise exercising a fundamental right.
9. Occupying or traversing landscaped areas.
10. Blocking or impeding the safe and convenient boarding, exiting, or use of an aisle, door, or stairway. Interfering with operations or maintenance in a way that poses a danger or impedes safe movement among customers. (subject to ADA reasonable modification)
11. Taking any animal into a Pueblo Transit indoor facility or vehicle unless, the animal is intended and trained or is in training to assist a person with a disability; or the animal is in an appropriate animal carrier.

### **The ADA and Reasonable Modification:**

Under the Americans with disabilities Act (ADA), transportation entities are required to make reasonable modifications to their policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities. In accordance with this directive, Pueblo Transit will make every effort to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

Pueblo Transit will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

There may be certain situations when Pueblo Transit policies, and procedures do not achieve ADA objectives/accessibility. A modification to these policies and procedures may be needed to ensure that a passenger with a disability has access to our services.

When making a reasonable modification for an individual with a disability, the modification is not intended to:

- Cause a direct threat to the health and safety of others.
- Create undue financial and administrative burdens.
- Constitute a fundamental alteration to a service.
- Be more than necessary to provide equal access to a Transit service.

### **Enforcement:**

**Pueblo Transit will comply with the Americans with Disability act and Title VI of the civil acts in the administration of this code of conduct.**

**If violations of this Code of Conduct appear or are claimed to be caused by a disability, Pueblo Transit personnel are to contact dispatch or management for advice and assistance.**

Enforcement will be conducted in a fair and reasonable manner. A person who engages in any of the above prohibited conduct may be warned and/or ordered to immediately exit Pueblo Transit vehicle, facility, or property by law enforcement, TNT Security, Pueblo Transit Management, or other Authorized Transit personnel. Such personnel are authorized to issue an order to the person to exit Transit property for the remainder of the service day.

Situations where a person refuses to leave a Pueblo Transit vehicle, facility, or property after being ordered to do so may be considered trespassing and may be referred to law enforcement personnel.

A person who engages in any of the above prohibited conduct may also, or instead, be issued a suspension by Pueblo Transit, suspending the person from all Transit vehicles, properties, and services for a determined amount of time pursuant to Pueblo Transit's Service Suspension policy and procedures.

A person ordered to leave or suspended from Pueblo Transit property will not be entitled to any refund or unused transfer.

Suspension or orders to exit Pueblo Transit property may be appealed pursuant to Transit's Service Suspension policy and procedures.

In addition to any other enforcement under this code, illegal activity may result in a citation under any applicable federal, state, or local law, regulation, or ordinance, including C.R.S 18-9-114- Hindering Transportation (class 2 Misdemeanor), and C.R.S. 18-9-115- endangering Public Transportation and Utility Transmission (class 3 Felony).

**This code of conduct does not seek to limit, replace, or conflict with any federal, state, or local law, regulation or ordinance and does not limit or prevent any law enforcement agency or entity from taking any lawful action against any person in or on any Pueblo Transit vehicle, facility, or property.**