I. Introduction

The Redding Area Bus Authority (RABA) has established the *Code of Conduct*, *Cargo Policy*, and *Suspension and Termination Policy* to promote the health, safety, and comfort of RABA passengers, to facilitate the proper use of RABA services and facilities, to protect RABA facilities and employees (i.e., city and contracted employees), and to ensure that RABA vehicles and facilities provide equitable access for all RABA passengers.

II. Code of Conduct

Persons shall engage in appropriate conduct on RABA vehicles and at RABA facilities (e.g., the RABA Intermodal Passenger Facility (aka the Downtown Transit Center), the RABA Office, and RABA parking lots). Inappropriate conduct includes the activity of any person or group that results in the following: a significant disturbance, health/safety risk, or physical injury to other people lawfully using RABA services or facilities; damage or destruction to RABA vehicles or facilities; physical injury, threat, harassment, or distraction/disruption to RABA employees; or, any other violation of this *Code of Conduct*. Inappropriate conduct also may constitute a violation of an ordinance or criminal law.

Persons engaging in inappropriate conduct may be suspended or terminated from using RABA services and/or facilities (see the *Suspension and Termination Policy*). Inappropriate conduct also may result in arrest and/or prosecution.

A. Appropriate Conduct on RABA Vehicles

- No eating or drinking. Beverages can be transported using spill proof or screw top containers (excludes alcoholic beverages).
- No illegal drug and/or alcohol use.
- No weapons.
- No carrying explosive, acid, or flammable liquid.
- No smoking.
- No spitting.
- No urinating or defecating.
- No loud music. Audio devices must be used with headphones/earbuds to limit sound to personal listening.
- No distracting conversations with drivers.
- No littering or creating unsanitary conditions.
- No damaging or destroying property.
- No evasion of payment of fare (e.g., misuse of fare media).
- No disruptive, indecent, profane, boisterous, unreasonably loud, drunken, or otherwise disorderly conduct (includes fighting).
- No inappropriate cargo (see the *Cargo Policy*).
- No inappropriate personal hygiene. Personal hygiene and/or odors must not disrupt the reasonable comfort of or pose a health/safety risk to other people. Odors may include,

but are not limited to, scents related to unlaundered clothing, lack of bathing, animal-related odors, and excessive perfumes.

- No inappropriate animals. Trained service animals accompanying persons with disabilities are allowed. Non-service animals must be fully contained inside closed pet carriers (passengers must carry the pet carriers themselves and place the pet carriers on their lap). Animals must be kept under control at all times (passengers are solely responsible for the care and supervision of their animals). RABA Management can refuse to transport animals if they are out of control, if they pose a direct threat to the health/safety of other people (e.g., bark/growl, bite, stink/smell), and if they are not housebroken (i.e., urinate or defecate on RABA vehicles).
- Clothing and shoes are required.

B. Appropriate Conduct at RABA Facilities

- No illegal drug and/or alcohol use.
- No smoking in undesignated areas.
- No loitering.
- No littering or creating unsanitary conditions.
- No damaging or destroying property.
- No disruptive, indecent, profane, boisterous, unreasonably loud, drunken, or otherwise disorderly conduct (includes fighting).
- No behavior that causes physical injury, threat, harassment, or distraction/disruption to other people, including RABA employees.

III. Cargo Policy

To ensure the health and safety of RABA passengers and promote effective RABA services, cargo shall be of an appropriate size/load and shall be properly/securely loaded, stored, and managed while on RABA vehicles.

As defined in this policy, cargo includes, but is not limited to, carts, strollers, other carrying devices (e.g., small bags, cases, boxes, and pet carriers), and folded bikes and scooters. Cargo does not include:

- Bags of refuse or recycled cans, which are not allowed.
- Wheelchairs, which are regulated by the Americans with Disabilities Act when used as mobility aids (i.e., a person must be able to sit in their wheelchair). (Note: If a person cannot sit in their wheelchair due to cargo, the wheelchair is treated as a cart and must abide by the restrictions listed in this policy.)

Cargo is the sole responsibility of passengers.

A. Carts and Cart-like Carrying Devices

Carts and cart-like carrying devices, excluding those used for medical necessity, will not be allowed if the following applies:

- The size of the cart exceeds 30-inches tall, 18-inches wide, and 18-inches deep (excludes handle and wheels).
- The cart cannot easily turn (e.g., negotiate door entrances) or turns for any reason.
- The load exceeds the designated height and/or capacity of the cart.

B. Strollers

Passengers must remove children and cargo from strollers, fold strollers, and properly store strollers. Strollers cannot be used as carts while on vehicles. It is recommended that parents or guardians:

- Prepare themselves prior to boarding (i.e., empty the stroller), to quickly fold the stroller prior to boarding or immediately upon boarding.
- Stay seated with children, as standing may be unsafe.

C. Folded Bikes and Scooters

Foldable, personal, bikes and scooters are allowed. Passengers must fold bikes and scooters prior to boarding.

D. Loads and Loading

Loads are limited to what passengers can push or carry in a single trip without assistance from other people. Loads that require multiple trips or multiple people (loading or management) are not allowed.

- For cargo pushed, see load requirements in the “Cart and Cart-like Carrying Devices” section.
- For cargo carried, passengers are limited to two small bags or a small case that can reasonably be placed on their lap.

Additionally:

- Loading through the rear door is not allowed.
- Cargo (e.g., small bags) attached to carts, cart-like carrying devices, strollers, or walkers shall be of an appropriate size to reasonably be placed on the passenger’s lap.
- No more than four different passengers with carts, cart-like carrying devices, or strollers will be allowed on each vehicle. Passengers with carts, cart-like carrying devices, or strollers trying to board vehicles at capacity will be required to wait for the next scheduled vehicle.

E. Storage and Management

Passengers must properly store and manage their cargo. This includes:

- Ensuring the free movement of other people in the aisle.
- Ensuring the door areas are clear (i.e., free of cargo), as these areas are considered emergency exits.
- Ensuring that cargo does not present a potential hazard or danger to other people.
- Ensuring that cargo does not take up available seating.
- Storage on the front wheel well only if the passenger sits/stands adjacent to the cargo, firmly managing the cargo. (Stacking multiple items in this area is not allowed.)

F. Other

- RABA Management will have the sole discretionary authority to determine if cargo is too big or dangerous to be transported.
- Cargo that is wet, leaking, or hazardous (excluding necessary medical devices) is not allowed.

- Cargo must be removed and placed on the passenger's lap if blocking the aisle and/or if requested by the driver.

IV. Suspension and Termination Policy

If a person violates the *Code of Conduct*, *Cargo Policy*, or any other ordinance or criminal law, the person may be suspended or terminated from using RABA services and/or facilities. Such persons also may be subject to arrest and/or prosecution.

A. Emergency Situations

In emergency situations where a person presents an imminent danger to the life or safety of themselves or other people (e.g., violence, illegal conduct, interfering with the driver's safe operation of the vehicle, or health/safety risk) or where a person commits a criminal act (e.g., illegal drug use or destroying property), the person will be immediately removed from RABA vehicles or facilities. The police may be called to arrest the person and/or the matter may be referred to the district attorney's officer for further prosecution. Additionally, beyond the immediate removal, the person may be suspended or terminated from using RABA services and/or facilities for an appropriate amount of time, as determined by the RABA Executive Officer.

B. Suspension/Termination Procedure

Persons violating the *Code of Conduct* and/or *Cargo Policy* will be warned of their inappropriate conduct, allowing an opportunity for correction. Persons that are immediately removed from (or told to leave) RABA vehicles or facilities will not be given an additional warning.

For persons exhibiting repeated or serious incidents of inappropriate conduct, RABA staff will issue an exclusion (suspension or termination) letter. The exclusion letter shall:

- Indicate the reason for the exclusion, the term of the exclusion (note: suspension terms range from days to months, with terms increasing for each suspension of the same violation within a 1-year period), and the RABA services and/or facilities included in the exclusion.
- Advise the person of his/her right to appeal the decision and include copies of the appeal process and the appeal request form.
- Be hand delivered, where possible. Otherwise, delivery via U.S. Mail.

C. Suspension/Termination Appeal Process

Any person suspended or terminated from using RABA services and/or facilities is entitled to appeal the decision. The appeal process is described below.

Complete the Appeal Request Form

The person shall complete the appeal request form, including selecting one of the following options:

- I choose NOT to appeal in person, but to submit additional information for the Appeal Panel to consider. All additional information must either be attached to the form or written in the form.

- I choose to appeal in person and I will attend my scheduled hearing (should I fail to attend my scheduled hearing, I will forfeit my right to appeal). (Note: the hearing date, time, and location will be specified in the form.)

Return the Completed Appeal Request Form

The person shall return the appeal request form as follows:

By mail or in person:
RABA
777 Cypress Avenue
Redding, CA 69001

By fax:
(530) 245-7024

The form must be submitted (i.e., postmark or fax) within one of the following timeframes:

- If the exclusion letter was hand delivered, within 2 business days of the date on the exclusion letter.
- If the exclusion letter was delivered via U.S. Mail, a minimum of 8 calendar days of the date on the exclusion letter.

Failure of the person to receive the exclusion letter shall not affect these timeframes.

If the appeal request form is not submitted by the specified time, the right to appeal will be forfeited and shall be deemed a failure to exhaust the person's administrative remedies. The suspension or termination will commence, as noticed in the exclusion letter.

Attend the In-person Appeal Hearing (If Applicable)

At the in-person appeal hearing, the person and/or their representative shall present information and/or arguments, proving why the suspension or termination is incorrect. The RABA Executive Officer (or his/her designee) will convene the in-person appeal hearing.

If the person fails to attend the in-person appeal hearing, the appeal will be dismissed and the discipline imposed will take effect, as noticed in the exclusion letter.

Notification of the Appeal Decision

Within 2 business days of either the additional information being received or the in-person appeal hearing being held, the RABA Executive Officer (or his/her designee) will make an appeal decision. The person will receive a phone call if the suspension or termination is overturned and/or modified. Additionally, an appeal decision letter will be hand delivered or mailed. The decision of the RABA Executive Officer (or his/her designee) is final.