



Customer Code of Conduct

Purpose:

The purpose of this document is to establish Richland County Transit policy and procedures for administering Customer Code of Conduct on Richland County Transit Buses and properties.

Background:

Proper customer behavior on Richland County Transit Buses and Properties is essential for providing quality service to our community, and to ensure the safety of our passengers and employees. The Establishment of a Code of Conduct and associated disciplinary process is necessary to maintain the High Level of Safety and Service for all concerned.

Minor Violations:

The behaviors listed below are considered disruptive to the operation and pose safety issues. Minor Violations will result in suspension of a customer or customers use of the transportation system. Progressively longer suspension will be imposed for continuing violations.

- **Loitering, Littering, Begging.**
- **Shirts and shoes are required. Face masks required while under mandate.**
- **No Drinking or Eating on Buses. (If carried on bus must be in spill proof containers)**
- **Refusing to follow safety requests from operator.**
- **Disruptive or Disorderly behavior.**
- **Using tobacco or related products on Buses. Including E-Cigs.**
- **Any device producing sound must be used with headphones.**
- **Failure to follow reasonable directions from Richland County Transit employees.**
- **Interfering with any transit service function.**
- **Selling or Sharing Richland County Transit Bus Passes**
- **Failure to pay appropriate Fare or present valid Bus pass upon request**
- **Being under the influence of drugs and/or Alcohol.**

Minor Violation may result in the following Disciplinary Actions:

1st OFFENSE	Immediate Denial of Service.
2nd OFFENSE	Immediate Denial of Service and/or Suspension privileges of up to 7 days.
3rd OFFENSE	Immediate Denial of Service and /or Suspension privileges of up to 30 days.

Major Violations:

The Violations below are behaviors or activities that are expressly prohibited, can cause harm to a Richland County Transit Employee, and /or violates public safety protocol. Major violations shall be punishable by suspension of service privileges. Richland County Transit reserves the right to permanently suspend a customer’s service privileges for major infractions.

- **Selling, Possessing, or using illegal drugs.**
- **Using alcohol on Richland County Buses or Properties.**
- **Possessing Guns, knives, bow / arrows, or explosive or corrosive substances.**
- **Spitting, Urinating, or Defecating on Richland County Transit Buses or Properties.**
- **Disturbing others by engaging in threatening or unwanted behaviors that may pose a risk to public safety on Richland County Transit properties.**
- **Defacing, Destroying or Vandalizing Richland County Transit property.**
- **Any act that is Sexually, Verbally, Physically Harassing, Intimidating or Threatening.**

Major Violation may result in the following Disciplinary Actions:

1st OFFENSE	Immediate Denial of Service and Suspension privileges of up to 30 days.
2nd OFFENSE	Immediate Denial of Service and Suspension privileges of up to 180 days.
3rd OFFENSE	Immediate Denial of Service and Permanent Suspension privileges.

- **ANY VIOLATION COULD RESULT IN IMMEDIATE TERMINATION OF PRIVILEGES IF THE VIOLATION RESULTS IN SOMEONE GETTING INJURED, OR IF THE POLICE HAVE TO BE CONTACTED.**