

Safety and Security Policy/Procedure		No. SOP - 2010 Revision 002
Office of Primary Responsibility: Safety, Security & Risk Management	Effective Date: 3/15/2011	Page 1 of 7

Subject: Riders' Code of Conduct

Revision History




Revision Number	Revision Date	Summary of Changes	Author
Revision 001	5-26-2010	Initial Release of SOP	Safety, Security & Risk Management
Revision 002	3-15-2011	Signature of new CEO required	Safety, Security & Risk Management

Document Location

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Approvals

This document requires the following approvals:

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Distribution

This document has been distributed to:

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InLYNX	Safety, Security & Risk Management Division

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1. **Introduction** – Central Florida Regional Transportation Authority, d.b.a. LYNX has taken many measures to ensure the safety and security of its employees, customers and the communities that it serves and to facilitate the proper use of its transit facilities. LYNX employees are trained professionals and each is fully prepared to handle an emergency situation. However, customers also have the responsibility to themselves and others to ensure that everyone has a safe and secure trip by refraining from inappropriate behavior/conduct, threats, violence and/or any activities that may provoke violence. Public safety and security is everyone's responsibility.

1.1 **Purpose** - In the interest of promoting a safe, secure and pleasant journey for all those on board, LYNX has established a standard of conduct called the Riders' Code of Conduct (Code) and all peoples are expected to abide by this Code.

1.2 **Scope** – This Standard Operating Procedure (SOP) covers all LYNX facilities, equipment, passengers and employees. This policy supersedes all and any previous policies, guidelines, memorandum, etc.

1.3 **Definitions** – The following terms as used in these rules shall have the following meanings:

- a. "LYNX" means collectively the Central Florida Regional Transportation Authority.
- b. "Facilities" includes all property and equipment, including without limitation, power, fuel, communication and ventilation systems, power plants, terminals, storage yards, repair and maintenance shops, yards, transit stops, transfer centers, or offices and other real estate of LYNX.
- c. "Rule" means these rules.
- d. "Person" means any individual, employee, firm, co-partnership, corporation, association or company.
- e. "Fare" mean the lawful charges established by LYNX for the use of transit and its facilities.
- f. The singular shall mean and include the plural; the masculine gender shall mean the feminine and the neuter genders; and vice versa.

1.4 **Authority** – The Central Florida Regional Transportation Authority's Board of Directors has formally adopted this Riders' Code of Conduct. Any violation of these conduct standards may cause the person(s) to lose the privilege of using LYNX services and may be enforced by the issuance of a civil penalty of trespassing by the law enforcement agency having jurisdiction. The Division of Safety, Security & Risk Management is given the role of administering this policy within the agency.

2. Procedures – Riders' Code of Conduct

2.1 Payment of Fare and Access to LYNX facilities

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- a. Refusing to pay proper fare is unlawful, and can result in arrest, fines or ejection from the bus.
 - b. No person shall use or enter a LYNX bus, for any purpose, without the payment of fare or tender of other valid fare media used in accordance with any conditions and restrictions imposed by LYNX.
 - c. No person shall put or attempt to put any paper, article, instrument or item, other than fare media issued by LYNX and valid for the place, time and manner in which used or legal tender of the United States of America into any farebox or other collection instrument, receptacle, device, machine or location.
 - d. Fare media that have been forged, counterfeited, imitated or improperly transferred or that have been used in a manner inconsistent with the rules shall be confiscated.
 - e. Customers must follow the provisions of LYNX' Discount Fares. Customers must provide valid proof when requested by LYNX. Failure to provide valid proof will require the customer to pay LYNX' full fare.
 - f. Please have exact change and pay the correct fare.

- 2.2 Riders must wear appropriate clothing (shirt and shoes) while riding. Riders wearing clothing with offensive or obscene pictures or sayings will be asked to cover or remove these articles of clothing.
- 2.3 Smoking, expelling the residue of any other tobacco product including chewing tobacco, drinking, or eating on any LYNX bus is prohibited. Smoking is allowed in designated areas only. No smoking within twenty-five (25) feet of any bus or shelter or facility.
- 2.4 Possession of an open container of any alcoholic beverage is prohibited on the bus and/or LYNX facilities.
- 2.5 Possession of any article defined as a weapon is prohibited on any LYNX bus or LYNX facilities.
- 2.6 Possession, use or sale of any illegal or controlled substance is prohibited on any LYNX bus or LYNX facilities.
- 2.7 Congregating or loitering on a bus or at LYNX Central Station or bus stop in a way that causes an inconvenience to other riders is prohibited.
- 2.8 No rider shall interfere with the safe operation of any LYNX bus and will at all times respect the instructions of the bus operator in regard to the vehicle's operation.

- 2.9 Riders must remain behind the yellow line. Riders should stay seated or secure until the bus comes to a complete stop. For courtesy, please move to rear of the vehicle when boarding and exit via the back door.
- 2.10 Conversations between passengers or on cell phones shall be kept at a reasonable volume. At no time will vulgar or abusive language including profanity be tolerated.
- 2.11 The playing of personal radios and other musical devices is not allowed except with ear phones. Volume on the ear phones shall be kept at a level which does not disturb other passengers.
- 2.12 Only service animals are allowed on board a LYNX bus or at its facilities and the animals are not allowed to run at large, unreasonably disturb others or interfere with transit related activities.
- 2.13 Children age six (6) and younger must be accompanied by an adult.
- 2.14 Videotaping or taking photographs on any LYNX vehicle is prohibited without prior consent of LYNX.
- 2.15 Soliciting money or distributing literature on LYNX buses or facilities is not allowed at any time.
- 2.16 Lying down or otherwise occupying more than one seat, bench or tables on the bus, at LYNX Central Station or service stops is not allowed.
- 2.17 Flammable liquid, combustible material or other dangerous substances such as gasoline, kerosene or propane are not allowed to be carried on the bus.
- 2.18 Disruptive conduct of any nature by passengers will not be tolerated on LYNX buses or in LYNX facilities, including but not limited to excretion of any bodily fluid or spit upon or at another person, obscene, threatening, or inciting language or gestures. This conduct will result in the trespass or ejection of the disruptive passenger from the bus or facilities.
- 2.19 LYNX and its service contractors may deny passage to any rider that is identified as being disruptive or a threat to other passengers.
- 2.20 Vandalizing any vehicle, facilities, service stops by writing, marking, scribbling, defacing or causing damage to the vehicle, equipment or facilities in any manner is prohibited.

- 2.21 The employees of all the companies providing LYNX services are trained professionals and each is fully prepared to handle an emergency situation. If an emergency occurs, follow the instructions of the bus operator.
- 2.22 Trespassing upon any area not open to the public and posted as such is prohibited.
- 2.23 LYNX reserves the right to search customers' bags, packages, etc.
- 2.24 Riding of roller skates, in-line skates, skateboards, coasters, toy vehicles, or similar devices is prohibited on LYNX facilities. Bicycles must be walked on LYNX property.
- 2.25 It is prohibited to operate, stop, stand or park a vehicle in any roadway or location intended for use solely by transit personnel.
- 2.26 Pedestrians shall use marked crosswalks to cross transit vehicle roadways, except as directed by safety personnel.
- 2.27 It is unlawful to falsely claim to be, or create a false impression that one is a transit operator or other transit employee.
- 2.28 It is prohibited to litter, dump garbage, liquids or other matter, or create a nuisance, hazard or unsanitary condition (including, but not limited to, spitting, urinating, except in facilities provided). Trash and other waste materials contained in waste receptacles shall not be removed, except by persons duly authorized by LYNX.
- 2.29 Engage in any form of gambling on LYNX property.
- 2.30 Customers are responsible for loading and unloading their bicycles from the bike racks. Board and de-board the bus at the front door. Notify the driver where you will be unloading your bicycle. Return the bike rack to its upright position when you are finished unloading. No additional fare is required for the bicycle. Bicycle racks will not hold tandem bicycles, tricycles, long base recumbents, bicycles with training wheels, motorized cycles or equipment that obstruct the bus driver's view.
- 2.31 Only infant strollers that are folded are permitted on vehicles.
- 2.32 The storing of personal property in unauthorized areas of transit property is prohibited.
- 2.33 Customers shall be prohibited from extending an object or a portion of one's body through the door or window of a transit vehicle while it is in motion.

2.34 Any other act prohibited by Federal, State or Municipal civil or criminal law.

2.35 Customers shall be prohibited from boarding the transit vehicle with motorized vehicles such as mini-bikes, lawnmowers, etc.

3. Responsibility

3.1 The Riders' Code of Conduct may be modified, amended or added to, from time to time, at the sole discretion of LYNX in accordance with law.

3.2 LYNX reserves the right from time to time to suspend, modify or revoke the application of any or all of the rules as it deems necessary or desirable.

3.3 Rules shall apply with equal force to any person assisting, aiding or abetting another, including a minor, in any of the acts prohibited by the rules or assisting, aiding or abetting another in the avoidance of any of the requirements of the rules.

3.4 The Safety, Security & Risk Management Division shall review this SOP at least once every two (2) years.

3.5 The Central Florida Regional Transportation Authority Board of Directors shall adopt changes and updates to this Riders' Code of Conduct.

3.6 LYNX has the right to implement the Trespass Chapter 810 of the Florida Statute.

4. Documentation

4.1 Reference Documents

4.1.1 Florida State Statutes 775.082

4.1.2 Florida State Statutes 775.083

4.1.3 Florida State Statutes 775.084

4.1.4 Florida State Statutes 810.08

4.1.5 Florida State Statutes 877.03

4.1.6 Florida State Statutes 856.011

4.1.7 Florida State Statutes 856.021

4.1.8 Florida Statutes 810

4.1.9 Federal Regulations and Laws