



# The Wave Transit

*Code of Conduct*

*October 1, 2018*



## **Code of Conduct**

### **I. Purpose**

It is the mission of The Wave Transit, through the efforts of dedicated, well-trained employees, to provide safe, reliable, convenient, and efficient public transportation to the citizens and visitors of the City of Mobile service area. The Wave Transit has established this Policy to promote the safety and comfort of its riders, to facilitate the proper use of transit facilities and services, to protect transit facilities and employees and citizens, to assure the payment of fares and to ensure that The Wave Transit vehicles and facilities are safe, welcoming and provide equitable access for The Wave Transit passengers. Responses to inappropriate and/or illegal conduct are outlined below.

### **II Overview and Definitions**

No individual may engage in inappropriate conduct on, at or in the facilities of The Wave Transit, including transfer points, shelters, bus stops, administrative, operation, and maintenance facilities, or on buses used to provide The Wave Transit fixed route or paratransit services.

Inappropriate or threatening conduct includes any individual or group activity which is disruptive or injurious to other individuals lawfully using The Wave Transit facilities or services; damaging or destructive to transit facilities or services; or disruptive, harassing, threatening or injurious to transit employees and customers.

Inappropriate conduct may also constitute a violation of a local ordinance, state or federal law. The fact that an individual is or is not charged or convicted of an incident of inappropriate conduct does not bar investigation and/or suspension under this policy.

The term "facilities" means all property and equipment of the City of Mobile, including, without limitation, inside and outside areas of The Wave Transit shelters, bus stops, transfer points, signage and buses or vans used to provide The Wave Transit services.

The term "public area" of City of Mobile facilities includes those portions of facilities that are open for public use for transit or transit related purposes.

The term "transit services" means fixed route bus service and paratransit service.



### III. Restrictions on Service

Customers will not be allowed on the bus for:

- Refusing to pay the appropriate fare or failure to show The Wave Transit issued identification or reduced fare card.
- Boarding the bus without knowledge of the driver.
- Intending to bring open food and/or drinks on board a transit vehicle.
- Intending to bring on-board any non-collapsible strollers, baby buggies, walkers, or carts which block the aisle and restrict the free movement of passengers.
- Intending to bring on-board any packages, bags, or articles that cannot be held in the lap of the passenger, other than bags of groceries or limited amounts of luggage is prohibited.
- Intending to bring on-board more than one personal bag attached to a mobility device, i.e. wheelchair, scooter, or walker
- Intending to bring on-board power and hand tools.
- Intending to bring on-board animals other than a service animal or in a locked animal carrier.
- Intending to bring on-board any bags of empty aluminum cans, plastic or glass bottles or any material that has an offensive odor or are leaking any liquids.
- Intending to bring on-board unattended minor(s). (Any child five years of age and under must be accompanied at all times by an adult.)
- Exhibiting inappropriate personal hygiene, i.e., an individual whose bodily hygiene is so offensive as to constitute a nuisance and/or safety hazard to other passengers.
- Having bodily fluids, urine, feces, or blood on themselves or their clothing.
- Not being properly clothed; no shirts, no shoes, no pants, no service.



#### **IV: Restrictions on Access (Ground Transportation Center / Shelters)**

The GM&O Transit Center exists for the convenience of passengers.

- No person shall occupy or use any The Wave Transit facility except for the purpose of boarding, disembarking, waiting for a The Wave Transit vehicle, or conducting The Wave Transit related/authorized business.
- No person occupying any The Wave Transit facility for the purpose of waiting to ride a The Wave Transit vehicle shall fail or refuse to take the next available service to the person's destination.
- No person shall ride bicycles, roller-skate, roller-blade or skate board while at the GM&O.
- No person occupying the GM&O for the purpose of waiting to greet passengers on any arriving Wave Transit or Mega Bus vehicle shall fail or refuse to leave the facility promptly after the arrival of the vehicle for which the person is waiting.
- No person occupying the GM&O shall fail to identify to any The Wave Transit employee or representative the route and destination for which the person is waiting.
- No smoking is allowed in or around the GM&O including, but not limited to, electronic smoking devices.

#### **V. Level 1 Inappropriate Conduct on The Wave Transit Vehicles**

For the following conduct on The Wave Transit vehicles, passengers will be given a first warning by the Bus Operator not to engage in the conduct. If the warning does not result in a change in the conduct, the Bus Operator will call the Wave Transit dispatcher for further instruction. This could include stopping the bus or having the police intercept the bus.

Continuous repeat infractions may result in suspension from all The Wave Transit property for not less than seven (7) days or more than (6) months. See Section VIII Suspension Procedure.

The Level 1 categories are:

- Refusing to be seated while the vehicle is in motion when a seat is available or standing in front of the standee line near the driver's seat. If seating is not available, stanchion posts and seat backs are designed to aid standing passengers.



- Using cell phones and audible devices (e.g. portable radio, tape, CD player, TV, etc.), unless such equipment is used with earphones so that sound is limited to that person only.
- Engaging in indecent, profane, boisterous, loud or otherwise disorderly conduct; or loud or otherwise disorderly conversations while using a cell phone.
- Engaging in unauthorized canvassing, selling, soliciting or distributing any material on-board.
- Hanging or swinging from stanchions or other vehicle equipment with feet off the floor, or hanging out, reaching out, or putting anything out of vehicle windows
- Otherwise disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of transit vehicles for their intended purpose is not allowed.

#### **VI. Level II Inappropriate Conduct on The Wave Transit Vehicles and Facilities**

The following conduct is prohibited in all The Wave Transit facilities, including but not limited to, buses, the GM&O, shelters and transfer points. Any individual observed engaging in the conduct may be instructed by a Manager or other authorized individual to leave the facilities immediately and may be subject to arrest by proper authorities.

These offenses may also subject passenger(s) to the Suspension Procedure described in Section VIII. Further legal action may be taken as applicable and appropriate. Infractions may result in suspension from all The Wave Transit property for not less than 30-days or more 1-year. See Section VIII, Suspension Procedure.

- Smoking or using any tobacco products on The Wave Transit vehicles, inside any The Wave Transit facilities, or outside the GM&O, is prohibited. This includes any electronic or other smoking device available.
- Fighting is prohibited.
- Gambling or solicitation is prohibited.
- Bringing any items of a dangerous nature on-board a vehicle or inside any The Wave Transit facility, including but not limited to: weapons (unlawful firearms, unlawful knives or swords), flammable liquids; dangerous, toxic or poisonous substances, vessels containing caustic materials, chemicals, acids or alkalis is prohibited.



- Behavior that is disruptive, harassing, or threatening in nature to The Wave Transit passengers or employees is prohibited. This includes following and/or stalking passengers or employees.
- Causing sounds that are unreasonable and highly disruptive to other individuals using The Wave Transit facilities or services, including but not limited to: prolonged loud, abusive, indecent, profane or drunken conduct is prohibited.
- Drinking alcoholic beverages or possessing open containers of alcoholic beverages on The Wave Transit property is prohibited.
- Bicycle riding, roller-skating, roller-blading, or skateboarding on The Wave Transit property is prohibited.
- Otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit vehicles or facilities for their intended purpose is prohibited.

#### **VII. Level III Inappropriate Conduct/Emergency Situations**

The following conduct in all The Wave Transit vehicles and facilities, including buses, shelters, transfer points and the ground transportation center, will be cause for police intervention, arrest and/or prosecution. An emergency situation is defined as any situation in which an individual's actions present an imminent danger to his/her life or safety or to health or safety of The Wave Transit employees and/or property. Infractions may result in suspension from all The Wave Transit property for not less than six (6) months and could extend to lifetime. See Section VIII, Suspension Procedure.

- Use of counterfeit or stolen fare media (pass, transfer, ride card, or The Wave Transit ID).
- Assault or threat of assault on a The Wave Transit employee or customer.
- Stealing or willfully damaging, defacing or destroying The Wave Transit property.
- Lighting an incendiary device: e.g. match, lighter, or torch or flare.
- Obstructing or interfering with the Bus Operator's safe operation of the vehicle.
- Indecent exposure or any unwelcome touching of any The Wave Transit passengers or employees.
- Harassing or creating an unsafe or hostile work environment for a The Wave Transit employee.



- Entering or remaining on The Wave Transit vehicles and inside The Wave Transit facilities or The Wave Transit property after having been notified by an authorized individual not to do so, or boarding or remaining on The Wave Transit vehicles or property during the period when an individual has been trespassed from all THE WAVE TRANSIT property.

### **VIII. Transit Suspension Procedure**

As determined by The Wave Transit management or the City of Mobile police department that violation of one or more regulations of the Code of Conduct, the customer will be suspended (trespassed) for a period of time based on the severity of the violation. The suspension can be from 7-days to lifetime.

### **IV. Appeal Procedure**

The person may appeal in writing within ten (10) days after the commencement of the suspension to the General Manager or designee of The Wave Transit. An appeal shall contain a copy of the suspension notice, a request for a hearing or request for written review without a hearing, and a statement setting forth the reason that the suspension should be rescinded, altered, or reduced.

The appeal must be mailed or delivered to:

General Manager  
The Wave Transit  
1224 West I-65 Service Rd South  
Mobile, AL 36609

The General Manager or designee shall render a decision no later than ten (10) days after receipt of an appeal unless the appeal requests that a hearing be held. If requested, a hearing should be conducted by the General Manager or designee within ten (10) days after the receipt of the appeal if possible, and the General Manager or designee shall render a final written decision within ten (10) days after the hearing. The General Manager or designee may question witnesses and review all documentation referred to by the witnesses. The hearing may be recorded at the discretion of the General Manager of designee.

### **X. Non-Compliance with Suspension Order: Trespassing**

If an individual subject to a suspension order enters the specified facilities or services before the return date listed in the suspension letter, police will be called and the individual will be subject to arrest for trespassing. As determined by The Wave Transit management or the City of Mobile police department, the original suspension can be extended up to lifetime.



**XI. Electronic Surveillance**

All The Wave Transit busses are equipped with electronic surveillance devices including cameras and microphones and are used to view accidents, incidents and complaints received from passengers.