



Code of Conduct

Transportation Committee, Business Item 2023-284

Pam Steffen, Manager-Customer Relations & Experience, Nov. 27, 2023



Background: Current Code of Conduct

- Multiple posters to communicate:
 - Fare Payment
 - Don't distract operator
 - No smoking!
 - Priority seating
 - Headphones
 - Litter
 - Language



Research: Other Agencies

- Chicago Transit Authority
- Greater Dayton Regional Transit Authority
- Massachusetts Bay Transportation
- Transport for London
- Toronto Transit Commission
- Los Angeles Metro
- San Francisco Municipal Transportation Agency
- San Diego Metropolitan Transit Service
- Southeastern Pennsylvania Transportation Authority
- Edmonton Transit Service

Legislation 2023: Minn. Stat. 473.4065, Subd. 1abc

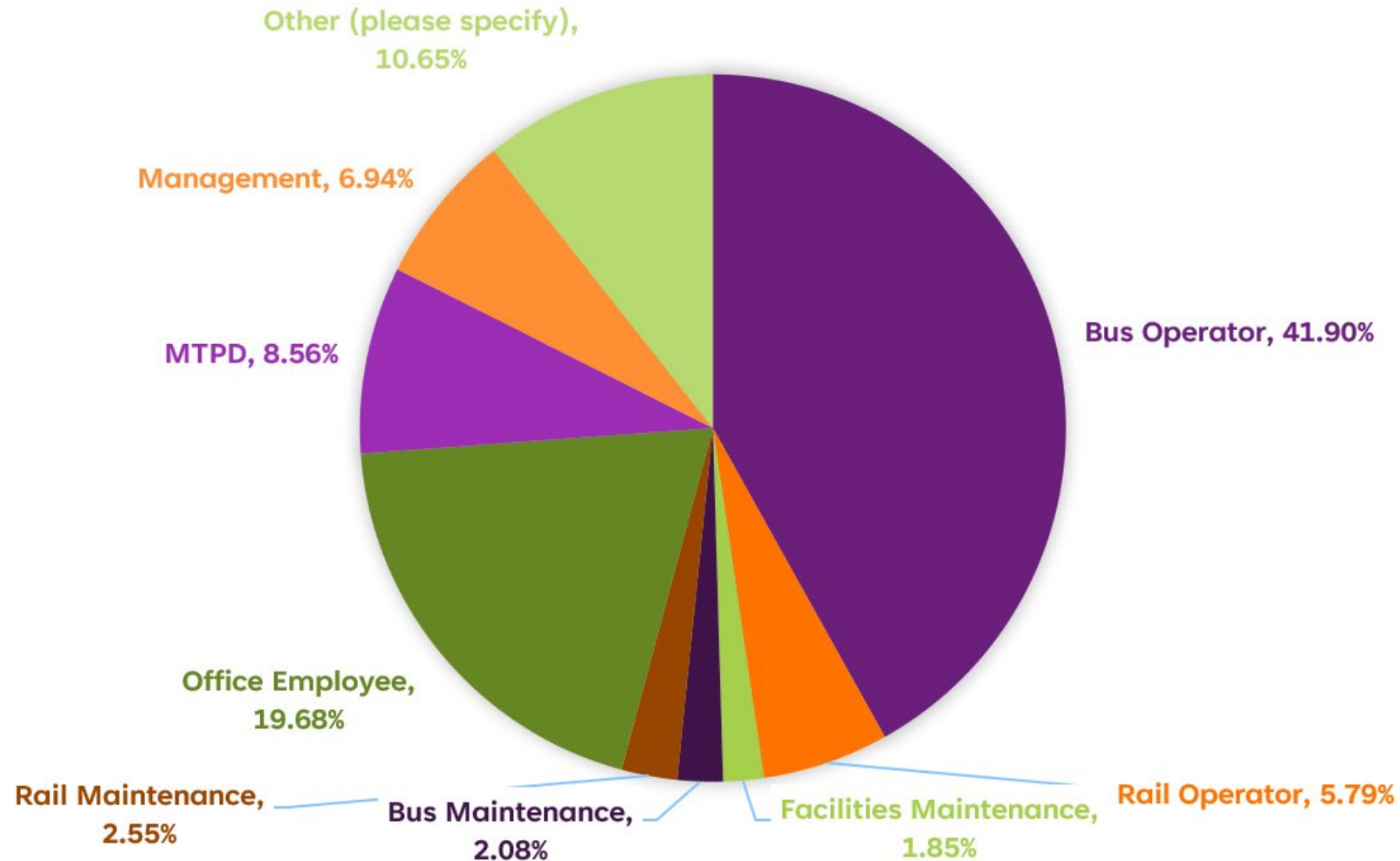
- Transit Rider Activity – Code of Conduct; establishment
 - 1) Adopt a rider code of conduct for transit passengers and post a copy of the code of conduct in prominent locations at each light rail station, bus rapid transit station and transit center.
 - 2) The code of conduct must not prohibit sleeping in a manner that does not otherwise violate conduct requirements.
 - 3) Prior to adoption of the rider code of conduct, or revision, the council must perform a stakeholder engagement process. At a minimum, the process must include solicitation and consideration of public comments on conduct requirements and the rider experience.

Stakeholder engagement: Employees

- November 2022-Present
 - Bus operator mentor workshops
 - Facility visits
 - MTPD
 - Transit Safety & Security Committee
 - 432 survey responses



Stakeholder engagement: Employee survey demographics



Stakeholder engagement: Customer survey responses

- 300+ employees engaged customers
- Equity Advisory Committee (July)
- June - August 2023
 - Connect 924
 - Customers 736
 - Metro Mobility 322
 - Social Media 91
 - Staff 28



Your Role as a Rider: Rules on Transit

- Respect each other by upholding our Code of Conduct while using our service

Required:

- Pay your fare
- One fare = one seat
- Wear tops, bottoms, shoes
- Animals must be in a carrier (exception: service animals)

If you violate your role as a rider, you are subject to removal from transit property.

Not Allowed:

- Sexual & Discriminatory Harassment
- Phone calls or music played on speaker
- Vulgar language
- Eating
- Soliciting/gambling/panhandling/loitering
- Prohibited Items: flammable, explosive, radioactive, and hazardous items onboard. This includes hoverboards, lithium cells or batteries, gas-powered scooters, car or motorcycle batteries, and gasoline/fuel containers
- Large items that block the aisle
- Riding bikes, skating, or skateboarding

Your Role as a Rider: Rules on Transit

- **Illegal Behavior:**

- Interfering with operator/movement of vehicles (includes holding doors)
- Disorderly conduct
- Threatening or spitting on others
- Smoking/vaping or illegal drug use
- Drinking alcohol
- Sexual assault
- Urinating and defecating
- Vandalizing or littering
- Walking on tracks/trespassing
- Non-Fare Payment

Items in bold are illegal and may result in additional penalties

Enforcement

Authorized transit representative may order a person to depart a transit vehicle for violation of the code of conduct, but only “if the person continues to act in violation of the code after being warned once to stop.”

- Transit police
 - Customer removal, potential trespass, citation and/or arrest
- CSOs, TRIP Agents, Supplemental Security
 - Verbal warning, contact TCC if unable to resolve & request police
 - CSOs and TRIP Agents will issue administrative citations for non-fare payment
- Field supervisors, operators, authorized staff
 - Inform and/or contact TCC if unable to resolve & request police

Tentative Timelines/Implementation

- Public Communication, Q1-2024

- Customers

- Signage
 - Website
 - Pocket schedules & customer tools
 - Digital
 - Audio
 - Partnerships
 - Outreach

- Employees

- Newsletters and presentations
 - Site specific in-reach
 - Staff meeting presentations

Questions and Discussion