



Unified Government Transportation Department

Ridership Code of Conduct

Purpose and Applicability

The following policies and rules aim to protect the health, safety, and welfare of the Unified Government Transit passengers and drivers, protect equipment and facilities used in providing public transit services, and assure civility and desirability of transit service. The Unified Government Transportation Ridership Code of Conduct shall apply to all passengers, whether riding, exiting, entering the bus, or waiting for the bus at a designated transit stop.

Effective April 15, 2023

Ridership Code of Conduct

Follow these rules and guidelines for a safe, pleasant ride.

Prohibited Behavior:

1. Standing on the driver's side of the Standee Line.
2. Threatening the health, safety or well-being of the driver and/or other passengers.
3. Damaging or defacing the vehicle or any Transit property, including but not limited to bus shelters, benches, and signs.
4. Fighting, pushing, crowding, shoving, or initiating physical contact with the driver and/or other passengers.
5. Any conduct which distracts or interferes with the driver's attention to driving and/or operation of the bus and execution of duties.
6. Loud or boisterous talking or noises and/or unwanted conversation with the driver and/or other passengers.
7. Using obscene, threatening, or offensive language.
8. Use of electronic devices except while using headphones at a volume that does not disturb the driver and/or other passengers.
9. Smoking is prohibited (including vaping)
10. Entering any restricted transit areas posted as being closed to the general public, except as authorized by Unified Government Transit staff.
11. Opening or tampering with emergency windows/exits, except during an emergency.
12. Tampering with or operating equipment intended for the bus driver's exclusive use.
13. Using Transit buses or facilities while under the influence of, or in possession of, any illegal substances or activity.
14. Using Transit buses or facilities while intoxicated (having diminished physical and mental control by means of alcoholic liquor, a drug, or another substance).
15. Being in possession of an open container of alcohol on the bus or at any Transit bus stop.

16. Possession of any illegal weapons (including knives) or hazardous materials on the bus or at any Transit bus stop.
17. Intentional fare evasion, payment of incorrect fare, misuse of bus passes and/or tickets, or deliberate misrepresentation as a reduced fare recipient.
18. Possession or use of any dangerous flammable substances or use of any devices to produce a flame.
19. Disregarding or disobeying the directive of a bus driver with regard to policies and their enforcement.
20. Crossing in front of the bus after exiting the vehicle.
21. Touching or running after a moving bus.
22. Using any part of your body or any object to try to hold open or reopen bus doors if they are closing and/or the driver intends to or is attempting to close them.
23. Occupying more than one seat when doing so would cause other passengers to stand (no seats available), or otherwise interfere with the comfort of other passengers.
24. Loitering and/or panhandling on the bus or at any Transit bus stop.
25. Intentionally urinating and/or defecating while on the bus or at any Transit bus stop.
26. Spitting on the Transit bus floor or other Transit devices or on passengers or employees (will be deemed as assault and battery).

It's the Right Thing to Do

Exercise common courtesy so that everyone has a pleasant experience.

1. Be at the designated bus stop five (5) minutes prior to the scheduled arrival time.
2. Have your fare ready. Bus operators do not make change. If you have a reduced fare card, be ready to show it to the operator when you board.
3. If purchasing an all-day pass, notify the bus operator before inserting money.
4. Let passengers off the bus before you get on.
5. Shirt/top and shoes are required to ride the bus. Other than protecting oneself from COVID and/or other respiratory conditions, face masks must be removed when you board the bus.
6. Respect fellow passengers and the bus operator. **Follow the Golden Rule.**
7. Use appropriate language and content in your conversations. No cursing; use your inside voice.
8. Use earphones to listen to personal entertainment devices.
9. The front seats are designated for the elderly or persons with disabilities. Please accommodate them even if it means you must stand for your trip.
10. If a passenger boards while carrying a child on a full bus, kindly offer them your seat.
11. Do not lie down or take more room than you need.
12. Limit personal items to those you can personally carry.
13. Keep your feet off the seat.

Surveillance

To further drivers' and passengers' health, safety, and welfare, the Unified Government Transportation Department busses are equipped with video and/or audio equipment. Said equipment shall be used solely in connection with the furtherance of the above policies.

Suspension of Services

The Unified Government Transportation Department reserves the right to suspend service to individuals violating any policies and/or rules contained herein. Offenses that have occurred prior to the adoption of this Code shall not be considered for purposes of the progressive penalties described herein. Penalties may be increased if the infraction is deemed criminal and under investigation by the police and/or court of jurisdiction, including criminal battery, such as spitting on individuals. The Unified Government Transportation Department - Director shall be authorized to make all final decisions that may immediately and/or permanently result in suspended transit services subject to the individual's right to appeal as described below:

Violations of Prohibited Behavior are handled as follows:

First Offense

- The first violation of this Code may result in the suspension of transit services for a period of no longer than one week.

Second Offense

- The second violation of this Code within 12 months of the first offense may result in a suspension of transit services for a period no longer than one month.

Third Offense

- The third violation of this Code within 18-months of the second offense may result in a suspension of transit services for a period no longer than one year.

Due Process – Appeal of Suspension Action

Users of the Unified Government Transit services may appeal a suspension of service decision either in writing (mail or email) or by contacting the Unified Government Transportation Department to schedule an appeal hearing at the address/phone number/email listed below:

Unified Government Transportation Department
5033 State Avenue
Kansas City, Kansas 66102
913-573-8351
Email: ugtransit@wycokck.org

The appeal hearing shall be scheduled within 14 calendar days from the date the notice of the appeal is received by the Unified Government Transportation Department.

The Unified Government Transportation Appeal Panel is established to consider all suspension appeals and render a final decision on a suspension and consists of:

- Unified Government Transportation Director
- Unified Government Transportation Operations Superintendent
- Unified Government Transportation Program Coordinator

The Unified Government Transportation Appeal Panel shall meet at a time and place provided to the appellant in writing at least five (5) days prior to the date of the Panel hearing. The Panel, after considering the appeal, may;

- Uphold the suspension, and determine the starting and ending date of the suspension
- Modify the suspension, and determine the starting and ending date of the suspension
- Dismiss the suspension and reinstate the appellant's ability to use the transit service

The Panel's decision shall be final. The appellant shall be notified in writing of the Panel's decision within 7 days of the Appeal Panel's meeting.

Note: This policy will be suspended during inclement weather and/or under the discretion of management.

A Note on Nondiscrimination:

Reprint CFR 37.5 (h) Nondiscrimination

(h) It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. However, an entity shall not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.