



City of Lodi GrapeLine Passenger Code of Conduct

The City of Lodi operates a fixed route transit service under the name GrapeLine. The safety and security of all GrapeLine passengers and operators is of the utmost importance to the City of Lodi. Every member of the riding public has an obligation to contribute to the safety of others riding the bus by refraining from inappropriate and disruptive behavior. The Code of Conduct policy is intended to provide guidelines to users of GrapeLine's public transit systems and facilities.

We ask that riders observe the transit system's rules when on the bus, and while visiting other City of Lodi properties, including the Lodi Transit Station, Parking Structure, bus stops and bus shelters. When a passenger's behavior becomes disruptive, is a persistent nuisance to other riders, drivers, or transit system staff, or threatens the safety of the system, GrapeLine or its contractor may take action to remove the person from City of Lodi property and/or restrict them from using the service in the future. Certain behaviors may lead to arrest and conviction.

Behavior on transit property is governed by California Penal Code 640 and other statutes. The following passenger policies pertain to City of Lodi/GrapeLine buses and facilities.

1. Prohibited Items

The following items are prohibited on all GrapeLine vehicles, and in and around transit facilities and property:

- Hazardous materials such as flammable liquids or substances, explosives or corrosive agents, etc.;
- Illegal drugs, paraphernalia, or alcohol;
- Weapons such as firearms, knives, etc.;
- Bulky items and materials that cannot be safely carried or kept under the control of the passenger. Items cannot take up passenger seating;
- Open beverage or food containers;
- Pets that are not in an approved carrier, with the exception of trained service animals.

2. Attire and Personal Hygiene

Appropriate attire and personal hygiene is required at all times while riding GrapeLine buses. This includes, but is not limited to the following:

- Footwear and shirts must be worn at all times while on City of Lodi property, including Lodi Transit Station, buses and all other transit properties and facilities;
- Personal hygiene must be maintained in a manner that does not result in an unpleasant, offensive odor so extreme it causes a nuisance, unreasonably interferes with the use, operation, or enjoyment of the GrapeLine services, or creates an unsafe condition. Extreme odors may arise from a variety of sources, including one's body, possessions, clothing, food, chemicals or accompanying animals.

3. Food and other On-Board Considerations

The following conduct applies to eating, drinking and other considerations on the bus:

- Eating is prohibited on the bus - any trash should be removed by the passenger when exiting the vehicle;
- Passengers may bring non-alcoholic beverages in a spill proof container, such as a screw-top bottle or a cup with secure lid. All other containers are prohibited;
- All sound-producing equipment must be used with headphones and kept at an acceptable level so that others cannot hear the output;
- Smoking or vaping is prohibited on the bus, at bus stops, and at the Transit Station or other passenger facilities;
- Children are to be removed from strollers and the stroller stowed and out of the aisle;
- Changing a child's diaper on the bus is prohibited.

4. Prohibited Conduct and Behavior

Inappropriate conduct is defined as conduct that does not demonstrate respect for the rights and dignity of others, interferes with the orderly operation of transit services, damages public property, or violates the rules of riding the bus.

A passenger engaging in inappropriate behavior not warranting immediate ejection from the bus will receive a verbal warning. The warning will state the reason his or her behavior is inappropriate and the steps the passenger must take to correct the behavior. The GrapeLine driver or other agent will document the incident and camera footage will be reviewed.

A GrapeLine operator or supervisor may inform the passenger that his or her inappropriate behavior may jeopardize the passenger's ability to use GrapeLine. A GrapeLine supervisor, or operator with supervisor approval, may require the immediate removal of the passenger from the bus for continued inappropriate behavior.

Any time a passenger is denied service or is removed from the bus, the passenger may be prohibited from riding for the remainder of the day. The following conduct is prohibited:

- Use of profanity, vulgar language and gestures;
- Assault, or threat of assault, fighting, harassment, etc.;
- Vandalism, including damaging, destroying or defacing transit property with graffiti or other inscribed material;
- Willfully blocking the free movement of another person in or on GrapeLine property, including placing objects that block aisles, stairwells, or seats;
- Displaying or offering for sale, or peddling of any goods, merchandise or services;
- Distributing unsolicited literature, pamphlets, brochures, etc., to passengers while on the bus or at a Transit Facility;
- Bringing on-board any large articles, packages, baggage, strollers, carts or similar items which block the aisle, cannot be secured or restrict the free movement of passengers;
- Posting or affixing leaflets or signs to transit property or buses;
- Failure to pay the appropriate fare or present a valid pass, willfully presenting an invalid pass or transfer, or failure to surrender an invalid pass if requested by an authorized GrapeLine employee;
- Misrepresenting oneself as eligible for special or reduced fares or transfers;

- Performing instrumental or vocal music while on transit property or buses;
- Littering or throwing objects from the bus;
- Loitering or storing personal property;
- Extending anything outside the windows of the bus, including passenger hands, limbs, etc.;
- Putting feet or shoes on the bus seats or benches on GrapeLine facilities.

5. Seriously Disruptive Behavior

Seriously disruptive behavior is defined as conduct that is violent, illegal, or endangers the health or safety of others. A passenger who engages in seriously disruptive behavior may have service denied without prior warning or be removed from the bus immediately in accordance with California Penal Code 640.

Seriously disruptive behavior includes, but is not limited to:

- Threats, or unsafe behavior in or around buses or bus stops;
- Physical or verbal abuse; using profane language; communicating with or causing a distraction for the driver while the bus is in motion;
- Unlawful harassment including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations;
- Indecent exposure;
- Willfully disturbing others in or on GrapeLine property by engaging in boisterous or unruly behavior; behavior that may cause harm or injury to any person or property; behavior creating a nuisance to the driver and other passengers;
- Spitting, urinating, defecating or creating unsanitary conditions through the presence of blood, urine, feces, vomit, or other bodily fluids;
- Failure to follow lawful direction from a GrapeLine employee or representative;
- A service animal not under the control of the handler;
- Firearms on persons other than law enforcement officers;
- Odors which unreasonably disturb others or interfere with their use of the GrapeLine system, whether such odors arise from one's person, clothes, articles, accompanying service animal or any other source.

6. Consequences of Violating Code of Conduct

Suspension

Repetitive inappropriate behavior or any seriously disruptive behavior may result in formal suspension from GrapeLine. The length of the suspension will be determined by the severity of the immediate incident, the documented history of previous incidents, and any previous suspensions. Additional occurrences of inappropriate or seriously disruptive behavior after a suspension may result in further suspension from GrapeLine until such time as the passenger can demonstrate he or she will comply with the GrapeLine Passenger Code of Conduct Policy.

GrapeLine reserves the right to initiate a suspension without prior warning should it be necessary for the health and safety of the operator and/or passengers.

Notice of Suspension

Written notice of suspension will be served to the suspended passenger. Service may be accomplished by in-person delivery or delivery by any form of mail.

If the individual has no known mailing address, all notices, letters, and appeal decisions will be made available for pickup during regular business hours at the City of Lodi Public Works counter located at 221 W. Pine Street, Lodi CA.

The suspension notice will specify the reason for the suspension, the duration of the suspension, and the process for appealing the suspension. The notice will also provide the opportunity to respond in person, by telephone, or in writing.

Appealing a Suspension

Appeals

A suspended passenger who wishes to appeal his or her suspension must mail a letter within 30 calendar days of notification of the suspension, stating the reasons for the appeal to:

City of Lodi Public Works Department
Attn: Transit Administration Appeal
PO Box 3006
Lodi, CA 95241-1910

Suspensions for seriously disruptive behavior remain in effect during appeal.

Appeals will be reviewed by the Administrative Appeals Panel.

In considering the appeal, the health and safety of others will be the highest priority. The determination of whether an individual poses a direct threat to the health and safety of others will be made on an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence to ascertain the nature, duration, and severity of the risk; the probability that potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk. If the investigations reveals that the passenger's disruptive behavior is caused by a disability and beyond the passenger's control, the Administrative Appeals Panel will evaluate whether accommodations can be made to allow the passenger continued access to GrapeLine services. Access to GrapeLine may be conditionally reestablished if an attendant accompanies the passenger to help control his or her behavior. If the required attendant is unable to prevent further instances of seriously disruptive behavior, the passenger may be suspended from GrapeLine indefinitely.

The Administrative Appeals Panel will provide the passenger with notification of the appeal decision within 14 calendar days. Notification will be made according to the procedures set forth under "Notice of Suspension".

The Panel decision will be based on information submitted by the passenger and by transit staff. The passenger will be notified by mail of the final disposition of the appeal within 14 calendar days of receipt of written information from the suspended passenger. Notification will be made according to the procedures set forth under "Notice of Suspension."

An in-person hearing will be conducted at the City of Lodi Public Works Department located at 221 W. Pine Street, Lodi CA. City of Lodi staff will notify the suspended passenger in writing of the date, time, and location at least 5 business days before the hearing. Notification will be made according to the procedures set forth under "Notice of Suspension". If the passenger requesting the hearing cannot attend, he or she may have another person represent them at the hearing. If the individual or a designated representative is not present at the hearing, the Panel will base its decision on the documentation available at the time.

The Panel may choose to rescind, uphold, or modify the suspension of service. The Panel's decision is final.

Resuming GrapeLine Service

When the suspension period is completed, GrapeLine staff will notify the passenger that he or she is eligible for bus service. Notification will be made according to the procedures set forth under "Notice of Suspension".

If there is another documented incident of inappropriate or seriously disruptive behavior, the passenger may be suspended for a longer time period or indefinitely.

For more information, please contact:

City of Lodi Public Works Department
Attn: Transportation Manager/Transportation Planner
221 W. Pine Street
Lodi, CA
209-333-6706