



**Lebanon Transit**  
**Code of Conduct Policy**  
**For Riders and Patrons**

**POLICY**

Lebanon Transit (LT) is concerned about the safety and security of the traveling public and LT employees. We believe it is the obligation of each and every member of the traveling public to contribute to the safety of LT vehicles, shelters and bus stops by refraining from inappropriate behavior or conduct, threats, violence and/or any activities that may provoke violence or detract from the ability of other customers and LT employees to make use of our public transit system, safely and comfortably. To this end, a code of conduct is expected from every customer of our system, whether on an LT vehicle, or at an LT station, shelter or bus stop. Failure to adhere to this Code of Conduct Policy may result in disciplinary action up to and including removal from an LT vehicle or facility, and a possible suspension from further use of our vehicles or facilities.

LT customers are prohibited from engaging in the following activities, whether on our vehicles or at any of our facilities such as stations, shelters or bus stops:

**Minor Violations:**

- Profanity and/or offensive language;
- Talking too loudly including while using cell phone;
- Trying to distract operator's attention;
- Pushing and jostling when getting on or off the transit vehicle;
- Crossing the white or yellow "standee" line before the transit vehicle stops;
- Getting out of seat before transit vehicle comes to a full stop;
- Eating or drinking on the transit vehicle;
- Loud music/use of any electronic device used for sound without earphones;
- Discourteous treatment of customers or LT employees;
- Littering;
- Soliciting from any person; and
- Performing any personal hygiene task.

**Major Violations:**

- Physical violence, intimidation and/or harassment toward another customer or LT employee;

- Participation in illegal activities, including but not limited to the sale, distribution, or possession of stolen property and the use, possession, manufacturing, distributing, dispensing, purchasing, transferring or being under the influence of controlled substances, alcoholic beverages or other intoxicants at any time on, in or around LT vehicles, facilities or premises;
- The possession of any firearm, weapon, fireworks, chemicals, or hazardous materials on an LT vehicle, or at a station, shelter or bus stop, except by law enforcement personnel;
- Damaging, defacing or destroying LT facilities, vehicles, premises or the personal property of another customer or LT employee;
- Drinking alcoholic beverages or public intoxication on any LT vehicle or at any LT facility or property;
- Language intentionally used to threaten or intimidate another customer or LT employee;
- Use of racial slurs or racial ethnic “name-calling”;
- Throwing objects at LT vehicles or out of windows of LT vehicles;
- Use of tobacco, vaping or smoking on LT vehicles, in LT buildings or on any LT premises unless clearly marked as a smoking area;
- Spitting, urinating, defecating, exposing any other bodily fluids or eliminations;
- Exposing ones’ anus or genitals;
- Taking any animal onto an LT vehicle other than a Service Animal (guide dog, signal dog or other animal) individually trained to work or perform tasks for an individual with a disability;
- Failure to follow directions of an LT operator or manager;
- Inappropriate physical contact or touching; and
- Interfering with the operation of an LT vehicle.

The above represents only a partial list of prohibited conducts and is not intended to be all inclusive. Other behavior that provokes violence or detracts from the ability of customers and employees to use LT services comfortably, is also inappropriate and subject to discipline. Inappropriate behavior may be handled by the methods described below. Determining whether behavior is inappropriate, the category of violation or the corrective action to be taken is a matter within the discretion of LT.

## **PROCEDURES**

A range of actions may be used to address the above violations. An LT operator is responsible for correcting behaviors that occur on the LT vehicle in consultation with LT management.

### **Minor violations will be handled as follows:**

First Offense – Verbal warning by the LT operator and/or manager/supervisor to correct behavior.

Second Offense – The offender will immediately be removed from the LT vehicle or from LT facility or premises. The offender is suspended from riding any LT vehicle or using any of its facilities or premises for a 24-hour period. When a customer is removed from an LT vehicle,

their fare shall be forfeited. If the suspended customer is found riding another LT vehicle or using any LT facility or premises during the suspension period that action will be considered trespassing and law enforcement will be contacted. LT will prosecute to the fullest extent of the law.

Third and Subsequent Offenses – The offender will immediately be removed from the LT vehicle or removed from the LT facility or premises. When a customer is removed from an LT vehicle, their fare shall be forfeited. Initially, the offender shall be suspended from riding any LT vehicle or using any LT facility or premises for a minimum two (2) week period of time. LT has the discretion to suspend riding privileges for a longer period. The decision to impose such a suspension and the length of the suspension is at the sole discretion of LT management. While suspended, the offender shall not ride any LT vehicles or use any LT facility or premises. If the suspended customer is found riding any LT vehicle or using any LT facility or premises during the suspension period that action will be considered trespassing and law enforcement will be contacted. LT will prosecute to the fullest extent of the law.

**Major violations will be handled as follows:**

The offender will immediately be removed the LT vehicle or removed from the LT facility or premises. When a customer is removed from an LT vehicle, their fare shall be forfeited. Initially, the offender shall be suspended from riding any LT vehicle or using any LT facility or premises for a one (1) month period. LT may decide to suspend riding privileges for a prolonged period of time. The decision to impose such a suspension and the length of the suspension is at the sole discretion of LT management. While suspended, the offender shall not ride any LT vehicle or use any LT facility or premises. If the suspended customer is found riding any LT vehicle or using any LT facility or premises during the suspension period that action will be considered trespassing and law enforcement will be contacted. LT will prosecute to the fullest extent of the law.

This Policy does not seek to limit or conflict with any Federal, State, local laws or ordinances, or to prevent any law enforcement agency from taking lawful action against any person on a LT vehicle, on LT facilities or premises, or who has been removed from a LT vehicle or LT facilities or premises.

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