



TUOLUMNE COUNTY TRANSIT

Transit Center Rules and Regulations Policy

Revised August 14, 2024

For Information: (209) 532-0404

Purpose:

Behavior on transit property is governed by California Penal Code section 640 and other statutes. The purpose of this policy is to define a customer code of conduct in order to maintain and operate a safe, efficient, and effective public transit system for the safety and comfort of all persons who interact with Tuolumne County Transit Agency (TCTA) services. This policy also governs passenger conduct on TCTA property and impacting TCTA services. This policy will be enforced in a non-discriminatory manner consistent with applicable laws and constitutional protections. Passengers and the public may be refused services or access to facilities as a result of unacceptable conduct as described herein.

Definitions:

1. **Agency:** the public transportation agency known as Tuolumne County Transit Agency (TCTA)
2. **Agency Representative:** all duly authorized agency staff members, including Operators, Supervisors, Managers, and contracted Security employees.
3. **Agency Property:** buses, bus stops, and other public transportation system facilities owned, leased or operated by TCTA. "Public transportation system" is defined by Section 99211 of the Public Utilities Code.
4. **Agency Facilities:** all property and equipment of TCTA, including, without limitation, inside and outside areas of Agency property, transit centers, bus stops or shelters, transfer points, signage, and buses or other vehicles used to provide agency services.

5. **Public Area:** those portions of TCTA facilities that are open for public use for transit or transit related purposes.
6. **Transit Services:** fixed route bus service, dial-a-ride service, and paratransit service.
7. **Inappropriate, Threatening, or Harassing Conduct:** any individual or group activity which is disruptive or injurious to Agency employees, customers or other individuals lawfully using Agency facilities or services; or which is damaging or destructive to transit facilities or services. A violation of local, state or federal law may also constitute inappropriate conduct. The fact that an individual is or is not criminally or civilly charged or convicted of an incident of inappropriate conduct does not bar investigation and/or suspension under this policy.

Regulation of Conduct:

The following activities and/or behaviors are prohibited on Agency property, shall not be engaged in by persons utilizing or desiring to utilize Agency services, and may be cause for removal or suspension from Agency property or service:

Safety:

- Causing sounds that are unreasonable and highly disruptive to other individuals using Agency facilities or services, or failing to comply with the warning of a transit official related to disturbing another person by loud or unreasonable noise.
- Drinking alcoholic beverages or possessing open containers of alcoholic beverages. Such acts may also be subject to criminal charges.
- Smoking of any kind is prohibited inside all Agency facilities. Smoking must occur at least 20 feet from any entrance or exit.
- Drug use of any kind. Such acts may also be subject to criminal charges.
- Vandalism, graffiti, or damage of any kind to Agency facility properties/buses/shelters etc. Such acts may also be subject to criminal charges.
- Exhibiting inappropriate personal hygiene which is considered a health hazard for the operator or passengers such as severe body odor or presence of bodily fluids. This paragraph shall not apply to a person who cannot comply with this paragraph as a result of a disability, age, or a medical condition.
- Presence of bodily fluids. Due to health and safety concerns, passengers who have bodily fluids, urine feces, or blood on themselves or their clothing will not be transported in Agency vehicles or allowed on Agency property. This paragraph shall not apply to a person who cannot comply with this paragraph as a result of a disability, age, or a medical condition.
- Improper clothing. All passengers on Agency property must be properly clothed including shirt and shoes.
- Abuse and harassment of Agency employees, representatives, or passengers.
- Fighting, pushing, crowding, shoving or initiation physical contact toward another person. Such conduct may result in the immediate removal of the violator from Agency facilities,

potential permanent suspension of the violator's use of Agency facilities and may be cause for law enforcement intervention.

- Behavior that is disruptive, harassing, or threatening in nature to Agency customers or employees is prohibited. This includes following and/or stalking customers or employees
- Bringing any items of a dangerous nature inside any Agency facility, including but not limited to weapons (firearms, taser, knives or swords), flammable liquids, toxic or poisonous substances, vessels containing caustic materials, chemicals, acids or alkalis unless properly credentialed.

Animals:

- Improper containment of animals. Designated service animals must always be on leash and under control of the owner. Persons may be asked whether an animal is a service animal required because of a disability and to provide information about the service animals tasks and/or work. All other animals must be kept in a secure pet carrier that fits on the persons lap or the floor beneath them.
- Not promptly cleaning up animal waste from Agency facilities shall result in removal of violator from Agency property.

Civility and compliance:

- No person shall occupy or use any Agency facilities except for the purpose of boarding, disembarking, waiting for an Agency bus, or conducting Agency related/authorized business. Persons occupying Agency facilities may be required to identify the intended Agency route and destination upon the request of an Agency employee or representative. Persons who fail to identify the intended Agency route or destination will be asked to leave the property. Persons remaining at Agency facilities longer than twenty minutes or until their bus arrives will be asked to leave the property. In the instance of a State/County emergency such as extreme weather, loitering exceptions will be made for people using the Transit Center at the discretion of the Executive Director or TCTA Board.
- No lewd behavior. Lewd acts are defined as inappropriate sexual activity in a public place for gratification. Such acts shall also be subject to criminal charges.
- No person shall affix or post signs, sticker, button, advertisement, circulars, or other printed materials on an Agency facility.
- Persons shall obey any sign that is intended to provide for the safety and security of transit passengers or transit systems.
- Persons shall obey all other notices and signs posted by Agency, on Agency facilities.
- No person shall possess shopping carts, cooking equipment, ice chests, sleeping bags, tents or other materials not related to public transit ridership or agency facilities.

Removal from transit facilities:

The refusal to comply with the provisions above may lead to the removal of the violator from Agency property. If a violator refused to vacate the premises, Agency may contact law enforcement and the individual may be subject to arrest for trespassing.

Electronic surveillance:

All Agency buses and facilities are equipped with electronic surveillance devices/cameras which are used to view incidents and complaints received from customers as well as prosecute crimes.