JACKSONVILLE TRANSPORTATION AUTHORITY

TRANSIT PATRON CODE OF CONDUCT
(RULE NO.009)

DATE OF ADOPTION: December 3, 2009
LAST REVISED: December 3, 2009
TRANSIT PATRON CODE OF CONDUCT

I. Purpose and Scope.

This Code of Conduct is a rule of the Jacksonville Transportation Authority, providing standards of conduct and behavior applicable to all users of Jacksonville Transportation Authority (JTA) transit services and/or facilities, to ensure the safety and comfort of all passengers, drivers, and the public at large. The Code of Conduct applies to all modes and means of JTA transportation, including but not limited to the following:

- transit buses, community shuttles, paratransit service, and Skyway
- charter service/special services vehicles
- park and ride lots
- transit shelters and all other passenger facilities

II. Code of Conduct

All passengers are required to abide by this Code of Conduct.

1. All passengers must pay the proper fare, if applicable.
2. Appropriate clothing (shirt and shoes) is required of all passengers.
3. No smoking on board a JTA vehicle or under a transit shelter covering.
4. No throwing of items.
5. No eating or drinking on board a JTA vehicle, unless required for health reasons, or in an approved and properly working JTA drink holder.
6. No alcoholic beverages are allowed on board a JTA vehicle or at a JTA passenger facility.
7. No vandalism or graffiti of JTA vehicles or property.
8. Possession or consumption of illegal drugs is prohibited. Passengers may not ride a JTA vehicle under the influence of alcohol or illegal drugs.
9. Congregating or loitering on a JTA vehicle or at a JTA transit shelter or other passenger facility in a way that causes an inconvenience to other passengers is prohibited.
10. No rider shall interfere with the safe operation of any JTA vehicle and will at all times respect the instructions of the driver in regard to the vehicle’s operation. Operating or tampering with any equipment is prohibited.
11. Riders must remain seated or secure themselves by provided handholds until the vehicle comes to a complete stop.
12. Conversations between riders or on cell phones shall be kept at a reasonable volume on JTA vehicles or at transit shelters or other passenger facilities.
13. Physical violence, intimidation, and/or harassment of other passengers or the driver are prohibited.
14. Vulgar, abusive, or threatening language or actions are prohibited on JTA vehicles or at transit shelters or other passenger facilities. Use of racial slurs or displaying racist behaviors is prohibited.
15. Use of personal radios, cassette tape players, compact disc players or other sound generating equipment is prohibited on JTA vehicles or at transit shelters or other
passenger facilities, unless utilized solely with ear phones. Volume on the ear phones shall be kept at a level which does not disturb other passengers or the driver.

16. Possession of weapons or flammable materials is prohibited on a JTA vehicle or at a JTA transit shelter or other passenger facility.

17. Guide, signal, or service animals are allowed for passengers who have visual, hearing or mobility impairments. All other animals are prohibited on JTA vehicles or at transit shelters or other passenger facilities.

18. Passengers are prohibited from lying down or otherwise occupying more than one seat on board a JTA vehicle, or on JTA bus benches, or seats located at any JTA bus stops, facilities, transit areas, buildings or any other JTA properties.

19. Passengers may not bring objects on board a JTA vehicle which blocks an aisle or stairway, or occupies a seat if to do so would cause a danger to or displace passengers or expected passengers.

20. Passengers are prohibited from extending an object or portions of one’s body through a door or window of a JTA vehicle.

21. Panhandling, sales, or soliciting activities are prohibited on board a JTA vehicle or at a JTA transit shelter or other passenger facility.

22. Infant strollers and similar articles must be folded prior to boarding a JTA vehicle.

23. Children under six years of age must be accompanied by an adult or guardian 13 years of age or older. JTA does not accept any responsibility for any unaccompanied minor.

III. Penalties

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of services. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

1. Verbal warning by transit driver or JTA supervisor to correct non-compliance.

2. The offender may be put off the transit vehicle. If a passenger is put off a transit vehicle, the passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or other passenger facility for the remainder of the day. Anytime a passenger is put off a JTA vehicle, their fare is forfeited. If a suspended passenger is seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be trespassing and law enforcement will be contacted.

3. The offender may be suspended from all use of the JTA transit system for a determined period of time. A suspended passenger is suspended from riding privileges on any JTA vehicle and from use of any JTA transit shelter or other passenger facility for the duration of the suspension period. If a suspended passenger seen on another JTA vehicle or at a JTA transit shelter or other passenger facility during the suspension period, the passenger will be trespassing and law enforcement will be contacted.

4. When a passenger returns from a suspension, the returning passenger’s behavior will be closely monitored. If another incident of noncompliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and/or have all JTA transit privileges permanently terminated.
5. A passenger’s transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior which presents a safety hazard.

IV. Publication

This Code of Conduct is available online at JTA’s website, http://www.jtafla.com. Hard copies are available without charge at JTA’s offices 100 North Myrtle Avenue, Jacksonville, Florida 32204, and at selected JTA transit hub locations.