



410.106.P Transit User Code of Conduct Policy

Purpose

The safety and comfort of passengers, employees, and the general public are the top priorities for Lawrence Transit. Lawrence Transit stations, bus stops, and buses are shared public spaces. To ensure that everyone feels welcome, we ask everyone to be respectful of each other and transit property. By using transit services and infrastructure, users agree to follow Lawrence Transit's Code of Conduct.

The purpose of this policy is to establish guidelines and procedures for the temporary suspension of riders on public transit in exceptional circumstances, such as incidents of unruly behavior, threats to public safety, or other disruptive situations that may arise during transit operations.

Governance

The decision to suspend a rider from public transit services shall be made by the Director of Transit, in accordance with Lawrence Transit's policies and procedures.

Scope

This policy applies to City of Lawrence buses, bus routes, facilities, and shelters, in coordination with the contracted transit service provider

1. Formal disciplinary actions shall be consistent for similar infractions.
2. Behavior that violates local, state, and/or federal laws is prohibited.
3. Any transit staff or contracted service provider staff may enforce consequences.
4. In the case of misconduct of a minor nature, staff will request patrons to stop the unacceptable behavior and remind patrons of Lawrence Transit's policy.
5. For more severe misconduct the following discipline levels and consequences will be followed (actual suspension may be higher based on the situation and facts gathered)

Discipline Levels and Consequences

<ul style="list-style-type: none"> • Smoking/vaping, drinking, use or possession of illegal drugs • Behavior that is disruptive to others' use of transit and transit facilities. May include, but not limited to: <ul style="list-style-type: none"> ▪ Inappropriate/loud/threatening language or gestures ▪ Arguing/verbally harassing staff or others ▪ Obstructing access to buses, seating, shelters, entrances, etc. • Littering: including but not limited to abandoned property and food • Theft or damage of Lawrence Transit or personal materials (less than \$50) • Storing personal belongings on Transit property 	<ul style="list-style-type: none"> • Repeated Level 1 violations • Issuing verbal threat of violence • Unauthorized presence in staff-designated areas • Using buses, bus stops, Central Station, or Downtown Station while suspended • Staying on Central Station site, Downtown Station site, or bus stops outside fixed route hours of operation (generally 6 a.m.-8 p.m., Monday-Saturday)
<p>Consequence: Up to 1 month suspension from Central Station, Downtown Station, buses, bus stops</p>	<p>Consequence: 1-3 month suspension from Central Station, Downtown Station, buses, bus stops</p>
<ul style="list-style-type: none"> • Repeated Level 1, 2 violations • Physical fights • Sexual harassment • Theft or damage of Lawrence Transit or personal materials (more than \$50) 	<ul style="list-style-type: none"> • Repeated Level 1, 2, 3 violations • Possession/display of a weapon • Sexual assault • Physical fights against staff, drivers, other contracted staff
<p>Consequence: 3-12 month suspension from Central Station, Downtown Station, buses, bus stops</p>	<p>Consequence: 12 month-indefinite ban/trespass from Central Station, Downtown Station, buses, bus stops</p>

Notification and Communication

Lawrence Transit shall provide clear and written notice to the rider of the suspension and the reasons for the suspension, whenever feasible. Verbal notices are valid if a written notice is not feasible. Lawrence Transit shall also communicate the suspension decision to other relevant personnel, such as transit supervisors, dispatchers, or law enforcement, as appropriate.

Lawrence Police may be called to escort the patron out if necessary. If the patron leaves before they can be given notice, they will be notified by staff the next time they visit Central Station, Downtown Station, or attempt to board a bus. Information regarding the incident will be logged.

Appeal Process

Lawrence Transit will provide the following appeal process for riders who wish to contest their suspension. The appeal process shall be fair and transparent, and the decision of the appeals process shall be final and binding.

- Requesting an appeal

- Suspensions of less than ten (10) days may not be appealed.
- Requests for an appeal must be filed within 15 calendar days after a rider has received written notice of suspension.
- A rider who wishes to appeal a decision to suspend said rider from Lawrence Transit services must submit a written or verbal request.
- Written requests must contain the name, a method to contact the requestor, and a statement of the reason(s) why they believe the suspension is inappropriate.
- Written or verbal appeals must be submitted at Central Station, 2315 Bob Billings Pkwy, Lawrence, KS 66045, and emailed appeals must be sent to info@lawrencetransit.org.
- Scheduling and conduct during appeal meeting
 - The Director of Transit will coordinate with requestor to set the time and place of the meeting within 30 days after rider files the appeal.
 - The standard time and place of meetings will be at the Lawrence Public Library or Central Station reserved conference rooms during business hours or a virtual meeting via Zoom, but adjustments may be made to fit unique requestor needs.
 - Meetings may be rescheduled for good cause via written request from the rider to the Director of Transit no less than 5 calendar days before the scheduled meeting.
 - If the requestor fails to appear at the meeting and gives no prior notice, the Director of Transit may determine the appropriateness of suspension based on the information available.
 - The City of Lawrence Director of Equity and Inclusion will be present to mediate the meeting, and meeting minutes will be recorded.
 - A translator will be provided upon request.
 - Oral, written, and bus video evidence will be considered by the Director of Transit, in coordination with relevant service provider staff.
- Appeal decisions
 - The Director of Transit will coordinate with relevant service provider staff to make a decision within 24 hours of the appeal meeting.
 - All decisions will be provided in writing to the rider via email, registered mailed letter, or provided for pickup at Central Station, 2315 Bob Billings Pkwy, Lawrence, KS 66045.

Only the Director of Transit or designee has the authority to ban an individual permanently from Central Station, Downtown Station, buses, and bus stops. Staff may in extreme cases restrict a patron from returning until the Director of Transit or designee can rule on the severity of the penalty.

Alternative Transportation

Lawrence Transit shall make reasonable efforts to provide alternative transportation options for suspended riders, whenever feasible and safe. This may include coordinating with other transportation providers or providing information on alternative modes of transportation.

Employee Safety and Support

Lawrence Transit shall take appropriate measures to ensure the safety and well-being of its employees and contractors during incidents involving rider suspensions. This may include providing clear guidelines and procedures, training on conflict resolution and de-escalation techniques, and access to necessary support services, such as counseling or employee assistance programs (EAPs).

Resumption of Rider Services

The decision to lift a rider suspension shall be based on a thorough review of the incident and after discussion between Lawrence Transit and its contracted service provider. Lawrence Transit shall communicate the decision to lift the suspension to the rider in a timely and transparent manner.

Review and Evaluation

Lawrence Transit shall conduct an annual review and evaluation of incidents involving rider suspensions to assess the effectiveness of the policy and identify any areas for improvement. The findings and recommendations of the review shall be used to update and improve the policy as needed.

Legal and Regulatory Compliance

Lawrence Transit shall comply with all applicable laws, regulations, and guidelines related to the suspension of riders on public transit services, including but not limited to local, state, and federal laws.

Approval and Version Control



[Director of Transit]

6/24/2024

Date

NAME	DATE	Changes to the previous version
Adam Weigel, Director of Transit	6/24/2024	Policy created and approved.