

## City of El Monte Transportation Services Division: Code of Conduct on Local Transit Policy

The City of El Monte Public Works Department - Transportation Services Division is dedicated to ensuring the safety and security of your travel experience. Passengers must recognize their responsibility in contributing to a safe journey for themselves and others. Adherence to the City of El Monte Transportation Services Division Code of Conduct on Local Transit Policy (the "Policy") is mandatory to foster a secure and pleasant environment for all riders. Failure to comply with this Code of Conduct will result in the prohibition of using the City of El Monte (the "City") transit system.

We prioritize a zero-tolerance policy towards violence on our services, emphasizing the safety of our transit operators who provide essential services. Any physical or verbal behavior that poses a threat or causes harm to our employees or the employees of our service providers will be treated seriously. Such actions will be considered a violation of our Code of Conduct and will be met with appropriate consequences, including, but not limited to, prosecution. Your cooperation is crucial in maintaining a safe and enjoyable transit experience.

*California Penal Codes 241.3/243.3/245.2 call for fines of up to \$10,000 and up to five (5) years in jail for assault, battery, or assault with a deadly weapon on a transportation worker.*

### Animals Aboard the City of El Monte ("City") Transit Services

- Loose/unrestrained animals are not allowed on El Monte Transit System vehicles. Animals, other than service animals, regardless of size, must be in an enclosed and secured hard case pet carrier when riding on an El Monte Transit System transit vehicle with no exceptions. This includes emotional support animals, comfort animals, therapy animals or other non-service pets, etc. Such animals are not considered service animals and have not been trained to aid an individual with a disability.
- All pet carriers must be made of a hard, sturdy material with locks and latches. Soft carriers are not permitted.
- As permitted under the Americans with Disabilities Act ("ADA"), service animals specifically trained to aid a person with a disability are allowed to ride with their owner. Per the ADA, a service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability.
- A service animal must always be under the care and control of its handler, or someone designated by the handler. A service animal must wear a harness, leash,

or other tether. However, if the handler is unable to use a harness, leash, or other tether because of a disability, or if the use of a tether would interfere with the service animal's safe, effective performance of work or tasks, the handler may use other means to keep the animal under control.

- Animals may ride on a space available basis. If a transit vehicle is at capacity and there is no room to accommodate an animal, even one (1) which complies with all other terms of this Policy, the passenger must wait for the next vehicle. Pet carriers that block the aisle or doorway are not allowed.
- Any animal, including service animals, may be denied transportation if not under control or acting in a disruptive manner (e.g., showing aggressive behavior, barking excessively, lunging, growling, nipping, physically touching other passengers such as pawing, etc.) or if the animal is not housebroken (i.e., defecating, urinating). If such conduct is observed by the driver, the passenger/handler will be asked to remove their service animal from the vehicle.

#### Solicitation

- Engaging in unauthorized commercial activity is prohibited on El Monte Transit.
- Soliciting money or distributing any literature or propaganda is not allowed at any time.

#### Conduct

Any disruptive behavior by a passenger on El Monte Transit operated services will not be accepted. Engaging in such conduct will lead to the immediate removal of the disruptive passenger from the bus. The El Monte Transportation Services and its service contractors retain the right to deny passage to individuals identified as disruptive or threatening to the bus driver or other passengers. The Code of Conduct applies to all individuals choosing to ride and utilize the services provided by El Monte Transportation Services.

*The following is a list of unacceptable behaviors by the City of El Monte Transportation Services:*

- Sexual harassment, defined as unwelcome conduct of a sexual nature directed at a fellow passenger or El Monte Transit employee, is strictly prohibited.
- Fighting, vulgar language, harassing other passengers, shouting, spitting, urinating, defecating, indecent exposure, throwing an object, and pushing other passengers are always prohibited on El Monte Transit buses.

- Bringing commercial or large-sized carts or dollies on El Monte Transit vehicles unless collapsed, securely held, and not blocking walkways. This includes Strollers, walkers, skateboards, and shopping carts, which are not allowed unless they can be folded to size or stored in a way that does not block the aisles and doorways.
- Roller skating, rollerblading, or skateboarding.
- Other disorderly conduct that prevents customers and employees from comfortably using City property and station facilities for their intended purpose.
- Stealing from or purposefully damaging City property and station facilities.

### Fares

#### Unacceptable Behavior:

Refusing to pay a fare or show specific fare media to a City employee.

#### Acceptable Behavior:

Pay the exact fare, show valid fare media, and board to enjoy a hassle-free ride.

### Ingestible Not Allowed

- Bringing open food or beverage containers onto transit vehicles. It is allowed if the beverage has a closed lid or is sealed.
- Bringing open or non-open containers of alcohol
- The following activities are prohibited on all El Monte Transit vehicles:
  - Smoking, including but not limited to the smoking of tobacco or cannabis products;
  - The use of e-cigarettes and vaporizers;
  - Eating and/or drinking, including but not limited to the drinking of alcoholic beverages;
  - The possession and/or consumption of illegal drugs or any other illegal controlled substance; and
  - The playing of music or any other video/audio recordings on any device, except when such music or video/audio recordings are only audible through the use of headphones or ear buds by the person using the device.

### Noise

- Inappropriate use of audio devices. Music, podcasts, games, etcetera, are yours alone to enjoy and must not be audible to other passengers.

- Engaging in boisterous, unreasonably loud, or otherwise disorderly conduct, including loud cell phone conversations.
- Causing disruptive sounds, such as language and noise that is abusive, loud, violent, threatening, or inebriated.

### Boarding, Riding & Exiting

- Customers cannot remain on board after a vehicle has completed its route.
- Entering a City vehicle after being told not to by authorized personnel.
- Remaining on properties or vehicles if banned from those premises.
- Boarding through the rear exit door unless told to do so by authorized personnel.
- No passenger shall interfere with the safe operation of any El Monte Transit bus. Riders will always comply with the instructions of the bus driver regarding the vehicle's operation and matters of safety. Riders must remain behind the yellow line at the front of the bus and stay seated or hold onto a rail or stanchion while the bus is in motion.
- Standing in front of the yellow line located on the floor of the vehicle near the operator's seat assault/fighting or threat of assault will not be tolerated.
- Willful hindering or disturbing the operation, operator, or customers. On a bus near the doorways and aisles or at a bus stop in a way that causes an inconvenience to other passengers or blocks entry and exit to a bus is prohibited.
- Harassing, threatening, following, or stalking El Monte Transit customers and/or employees.

### Weapons are Not Allowed

The City expressly prohibits all acts or omissions that are considered public offenses as defined in the California Penal Code, Vehicle Code, Health and Safety Code, Welfare and Institutions Code, or any other statute.

- Possession of any article defined as a weapon, including firearms, knives, sharp objects, martial arts, and self-defense items, is prohibited on all El Monte Transit buses.
- Using a match, lighter, torch, or carrying an explosive, acid, or flammable liquid.
- Bringing any dangerous item(s) on board is prohibited, including but not limited to:
  - Destructive devices or hoax devices,

- Toxic or poisonous substances,
- Containers of corrosive materials,
- Unsecured fishing rods with exposed hooks or lures,
- Sheet glass and other sharp objects, and
- Any dangerous weapon(s) on board is prohibited, including firearms.

Acceptable Behavior:

Create a great experience for everyone and be respectful and courteous to others. Public Transportation is a shared-ride experience. Therefore, share the space and have a pleasant trip.

Consequences of Misconduct:

The behaviors outlined above will not be tolerated on El Monte Transit System vehicles. Vehicle operators, transit service staff, and/or City representatives will take direct and fitting action in response to misconduct, which may include the temporary or permanent loss of privileges of a rider(s) to use these services.

- Conduct that is deemed illegal/hazardous/violent will be addressed immediately, up to and including assistance from the appropriate transportation or security personnel, law enforcement officers/representatives, or other legal and/or administrative representatives.
- If one individual is inhibiting the safe atmosphere and/or causing a negative experience for any of the passengers, that person may be asked to cease the behavior causing the disturbance. If the behavior continues and the Vehicle operator feels that the passenger has been given sufficient warning, the Vehicle operator then has the right to ask the passenger to leave the bus if they deem there is imminent disruption to the safety of the vehicle operations or other passengers and/or after first consulting with a supervisor. If the passenger does not leave the vehicle after being asked to do so by the Vehicle operator, the Vehicle operator may then notify his/her supervisor of the situation so they can either respond on-site to provide additional assistance and/or notify the proper authorities to provide further assistance.

## **Frequently Asked Questions (FAQ)**

### **What is the City of El Monte's policy regarding animals and pets onboard local transit buses?**

Pets and emotional support, therapy, comfort, and companion animals are welcome aboard when they:

- Are secured in enclosed carriers and do not block the aisle or a doorway;
- Does not deprive a customer of a seat; and
- Does not interfere with the comfort or convenience of other passengers.

Please be advised that a bus operator or other City representatives may inquire if the animal is a service animal due to disability, the task(s) the animal performs for the disabled individual, and if it is trained to perform required functions by the individual.

Note: These service animal guidelines apply to City transit services. Different rules may apply in other public places.

### **What is considered a service animal?**

- Service animals can be guide dogs for the blind or visually impaired, signal dogs for individuals with hearing loss, or other types of animals that can be individually trained to work or perform tasks for an individual with a disability.
- Service animals perform some of the functions and tasks that the individual with a disability cannot act in their day-to-day activities.
- An animal that has been particularly trained as a psychiatric support animal is a service animal.
- All service animals are trained to remain calm and unobtrusive, even in chaotic public settings.
- The owner or handler must always control a service animal.
- An individual may have no more than one (1) service animal.
- Service animals require no special tag, identification, certification, papers, harness, vest, cape, or pass.

### **What is not a service animal?**

Pets are not service animals. Emotional support, therapy, comfort, and companion animals are not service animals, as they have not been trained to perform a specific job or task.

## What is considered a wheelchair or mobility device?

Wheelchairs and other mobility devices or aids are designed specifically to assist individuals with disabilities. A wheelchair is the most common mobility device used by individuals with disabilities. The American Disabilities Act (ADA) defines a wheelchair as “a mobility aid belonging to any class of three (3) - or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.”

Any wheelchair that can safely fit on the bus ramp, enter the bus, and be positioned in the wheelchair securement area without blocking the aisles or doorway, regardless of size or weight, will be transported.

By definition, scooters are also considered wheelchairs. The City encourages individuals using scooters to transfer to a seat as scooters have a high center of gravity and can be prone to tipping under normal operating conditions.

## What is not a wheelchair, mobility device, or aid?

The best examples of devices not considered a wheelchair or mobility device and may be prevented from boarding vehicles are shopping carts, non-folding strollers and wheeled baskets, bicycles, and other devices not specifically designed to assist an individual with a disability.

Carts, strollers, luggage, and any other large item brought on board a City bus must not block the aisle or doorways or deprive another passenger of a seat or a wheelchair customer from using the securement area. Folding carts must be folded and controlled by the passenger while boarding the bus.

The City of El Monte recognizes that walkers, rolling walkers, canes, crutches, and similar items are designed for and used as mobility aids. Based on the definition of mobility equipment, carts are not intended to be used as mobility aids or devices. While some people use commercial carts for this purpose, the City does not support such use on buses.

Often, mobility devices are prescribed by medical professionals. These considerations make them safe and reliable for those who rely on them.

**Bicycle Transport** is accepted on local transit buses if the bicycle racks are present, and space is available for transport.

### Rules for Bicycles on El Monte Transit Buses:

Arrive at the stop a few minutes before the scheduled route time and wait on the sidewalk without blocking ADA access or the pedestrian walkway.

Remove all loose items not attached to your bicycle (i.e., bags on handlebars, helmets, lights, etc.) and take them onto the bus.

Locking your bike to the bus rack is not allowed.

You are responsible for loading and unloading your bicycle. Wait until the bus is fully stopped before loading your bicycle. Always approach the bus from the sidewalk. Sit or stand near the front of the bus to watch your bicycle during your trip. Just before your stop, tell the bus operator that you will be getting your bicycle from the rack and exit through the front door. Never try to retrieve something that rolls under the bus.

**Notes:** Motorized bicycles or any bicycle over 55 pounds cannot be accommodated on El Monte bus bike racks. Folding bicycles with 20-inch or smaller wheels can be taken on board. Make sure your bike is folded and stored under a rear seat so as not to block aisles and doorways. Motorized folding bikes are not allowed.

### **Rules Applicable to All Transit Vehicles:**

Drivers and/or City personnel will have the discretionary authority to determine if a personal utility cart ("cart") or stroller is too big to be transported and if the freight is too oversized or dangerous to be transported. Passengers are limited to two (2) small bags/items that can be reasonably carried on their laps when seated and/or stowed safely under or in front of their seats. Large bags of recycled cans are prohibited on transit vehicles at any time. Carts, strollers, or other utility devices will not be allowed based on the following:

- Exceed 30" tall, 18" wide and 18" deep (not including the handle and wheels);
- Cannot easily and quickly access vehicle door entrances and turns for any reason;
- Contains loads that exceed the height and designated capacity of the carrying device;
- Includes items that are wet, leaking, or considered hazardous for any reason;
- Passengers are also limited only to items that can be boarded in a single trip onto the vehicle without assistance from another individual. Multiple trips to load bags, carts, strollers, or cargo are prohibited. Loads that require multiple people to maneuver bags, carts, strollers, or cargo on/off the vehicle are also not allowed.
- Passengers must stay with their carts, strollers, or cargo during the entire trip and hold onto their belongings firmly. Items will only be allowed to be placed on the front wheel well of a bus if the passenger sits adjacent to the item and has a firm grasp on it for the duration of the trip. Multiple items will not be allowed to be stacked in these areas.
- The interior area near any door shall always be free of carts, strollers, cargo, or other items, as this area is considered a main emergency exit. Loading items through the rear door of a bus, due to the front being full, is not permitted. Front door only.

- While operating a walker, cart, or other device, bags and other items must always remain in control of the passenger. The amount of cargo carried or attached to these devices is limited to what the passenger can place securely on the passenger's lap when seated and must not create a scenario where the device exceeds the maximum cart dimensions above. Packages must be removed and placed on the passenger's lap if blocking the aisles and/or if requested by the driver. Items or devices allowed on the vehicle should be of such a size and nature that moving them to another area of the vehicle would continue compliance with this policy.

*Thank you for selecting El Monte Transit for your local shared-ride experience.*