

Passenger Code of Conduct Policy

I. PURPOSE:

The Southern Nevada Transit Coalition (SNTC) desires to maintain and operate a safe, efficient, and effective public transit system. For the safety and comfort of all persons who interact with its public transit system, the SNTC has established this policy to address the conduct of persons using SNTC vehicles and facilities.

II. PROHIBITED CONDUCT:

The SNTC prohibits passengers and persons using SNTC facilities from committing the following acts on an SNTC vehicle or at an SNTC-owned or operated facility:

1. Physically attacking passengers, service animals, SNTC staff, SNTC contractor staff, or a member of the general public;
2. Threatening passengers, SNTC staff, SNTC contractor staff, or a member of the general public with violent, abusive, or inflammatory language;
3. Disrupting the operation of an SNTC public transit vehicle;
4. Smoking (including e-cigarettes or vaporizer pens) or expelling the residue of any tobacco or cannabis product;
5. Consuming any alcoholic beverage or possessing an open container of any alcoholic beverage;
6. Engaging in disruptive, disturbing behavior, including loud conversation, profanity, rude insults, or operating any electronic device used for sound without using earphones;
7. Taking an animal onto a vehicle unless that animal is (a) a service animal trained to assist a person with a disability or (b) secured in a cage sufficient to contain the animal;
8. Carrying or possessing any illegal weapon as defined by NRS 202.350;
9. Possessing or transporting any flammable liquid, combustible material, automotive battery, or other dangerous substances such as gasoline, kerosene or propane;
10. Littering;
11. Vandalizing a vehicle or other SNTC property by writing, marking, scribbling, defacing, or otherwise causing destruction in any manner;
12. Begging or soliciting;
13. Spitting, urinating, defecating, or any inappropriate nudity;
14. Engaging in inappropriate sexual behavior;
15. Illegally possessing, using, or selling any controlled substance;
16. Riding or attempting to ride an SNTC vehicle without proper fare media;
17. Trespassing on an SNTC vehicle or at an SNTC-owned or operated facility after hours of operation;
18. Using an SNTC facility without authorization for non-transportation related purposes;
19. Refusing to board or alight vehicle within a reasonable period of time.

The SNTC recognizes that there may be circumstances during which an individual's disability or medical condition may cause a person to unknowingly and/or unintentionally violate this Passenger Code of Conduct Policy. For this and other reasons, the SNTC investigates each violation individually.

The SNTC will make every effort to accommodate individuals who exhibit disability-related manifestations that contribute to behavior that would otherwise violate the Passenger Code of Conduct Policy, to the extent that such behavior can be accepted while traveling in a public transportation system. However, there may be circumstances when the SNTC will be unable to accommodate those individuals. This is particularly true for passengers who have violated and continue to violate the Passenger Code of Conduct Policy, even with coordinated efforts to support the passenger's independent travel. In those instances, a passenger may require a higher level of service than can be provided by SNTC's public transportation system or may be required to travel with a personal care attendant (PCA).

III. ENFORCEMENT:

Passengers, PCAs traveling with passengers, and persons using SNTC-owned or operated facilities who engage in any prohibited conduct may be subject to graduated suspensions, with each subsequent violation increasing suspension by one (1) week, from transit service depending on the severity of the violation(s) in question and the individual's history of violations. Suspensions from transit service range from one (1) week to indefinite suspension and/or removal from SNTC facilities.

The SNTC will immediately begin to investigate alleged violations, review if there is any history of previous violations, and notify the person determined by SNTC to have engaged in one or more of the prohibited conduct activities. This notification will be by phone and/or formal letter informing the person about the policy violation(s) and the details of the incident in question. In accordance with the notification, the SNTC will indicate the action it intends to take and the timing of such action including the person's right to appeal the SNTC determination and the date by which a Step 1 appeal must be filed.

IV. APPEAL PROCESS:

All persons who receive written notification from the SNTC of a pending suspension or other adverse action may appeal the determination to impose that suspension or other action. As summarized below, the SNTC's appeals process potentially involves two (2) levels of appeal.

* Please note that failure to follow Step 1 of the appeal process will result in a loss of the opportunity to appeal the intended course of action identified in the SNTC's notification letter.

Step 1

A recipient of a written notification from the SNTC may appeal a pending adverse action by communicating either a verbal or written appeal of suspension to SNTC's Customer Care Supervisor within two (2) weeks of the date indicated in the letter. Once the appeal is received, the Customer Care Supervisor will document the appellant's internal account with the request for an appeal. If appropriate, the Customer Care Supervisor will initiate a further investigation of new items identified in the appeal within 48-hours of receipt. The Customer Care Supervisor will attempt to complete the investigation and respond back within two (2) weeks of the receipt of the appeal. The Customer Care Supervisor's letter will include a summary description of the incident, findings, and determination of suspension decision.

Step 2

Appellants who disagree with the SNTC Customer Care Supervisor's appeal determination may appeal that decision. To appeal a Step 1 determination, an appellant must appear in person, mail, email, or fax a written Step 2 appeal request to the following individual:

- Director of Operations

The Step 2 written appeals request must explain the basis for the appellant's disagreement with the SNTC Customer Care Supervisor's Step 1 appeals determination. The SNTC representative for the Step 2 appeal must receive the Step 2 written appeal within two (2) weeks of the date indicated in the SNTC Customer Care Supervisor's Step 1 appeals determination letter. The SNTC will attempt to complete the investigation and respond back within two (2) weeks of the receipt of the appeal. The letter will include a summary description of the incident, findings, and determination of suspension decision.

Step 2 written appeals requests must be communicated by one of the following methods:

In-person (by appointment only):

Southern Nevada Transit Coalition
260 Laughlin Civic Drive
Laughlin, NV 89029
702-298-4435

Mail to:

Southern Nevada Transit Coalition
260 Laughlin Civic Drive
Laughlin, NV 89029
702-298-4435

Email to:

silverriderlaughlin@gmail.com

Fax to:

702-298-7925
Attn: SNTC Director of Operations