



Code of Conduct and Enforcement Policy for Use of District Services

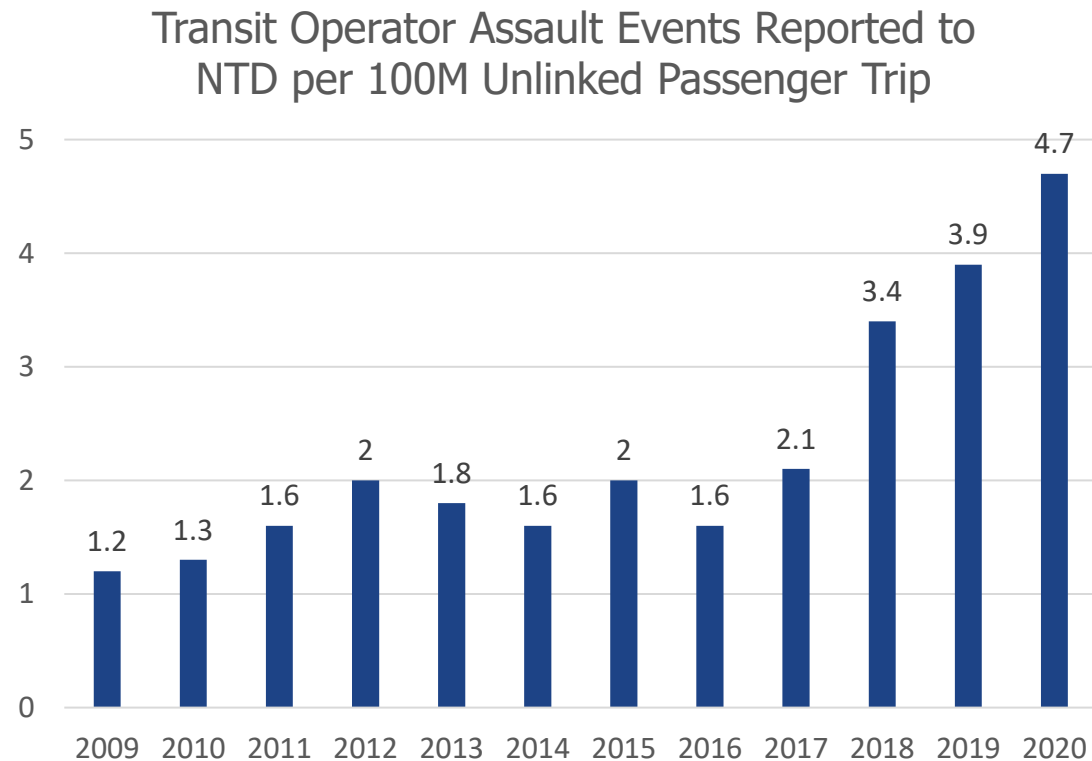


Board of Directors
April 3, 2024

Project Background

Addressing Transit Worker Safety & Bus Operator Assaults

Addressing Transit Worker Safety



- Nationwide, there is a significant increase in bus operator assaults in the transit industry
- Operator assaults are a **security and safety concern**
- Reports to the National Transit Database (NTD): average of **174 operator assault major incidents** per year (4x increase since 2009)
- Incidents at the District are not as high, but we want to **prevent incidents**

Examples of Operator Assault

National Transit Database (NTD): *"an unlawful attack by one person upon another"*

Verbal Assaults

- Tend to occur **more frequently**, but do not result in physical harm
- More likely, less severe
- Examples:
 - Threats
 - Harassment
 - Intimidation

Physical Assaults

- Tend to occur **less frequently**, but typically pose greater danger to operators and passengers
- Less likely, more severe
- Examples:
 - Spitting or coughing deliberately on the operator
 - Striking (or attempting to strike) the operator with hands, feet, body, or an object
 - Using or raising weapons against the operator

What is a Code of Conduct?

A set of guidelines outlining the rules, expectations, and appropriate conduct on board District vehicles and at District facilities



Creates a safe environment that promotes civil and respectful interaction for all



Informs the public of the District's expectations of riders while using its service



Many transit agencies across the Bay Area, California, and nation have an official code of conduct, or "rules" to use their service

Objectives & Deliverables

Bus Transportation | Office of Civil Rights | Safety & Security



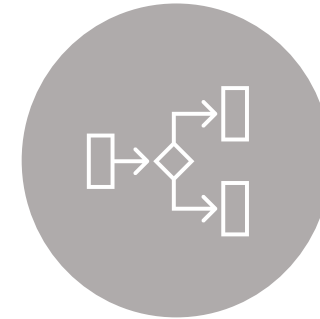
San Mateo County Transit District Code of Conduct

Set agency standard of providing a safe environment for all passengers and operators of District vehicles



New Ad Cards

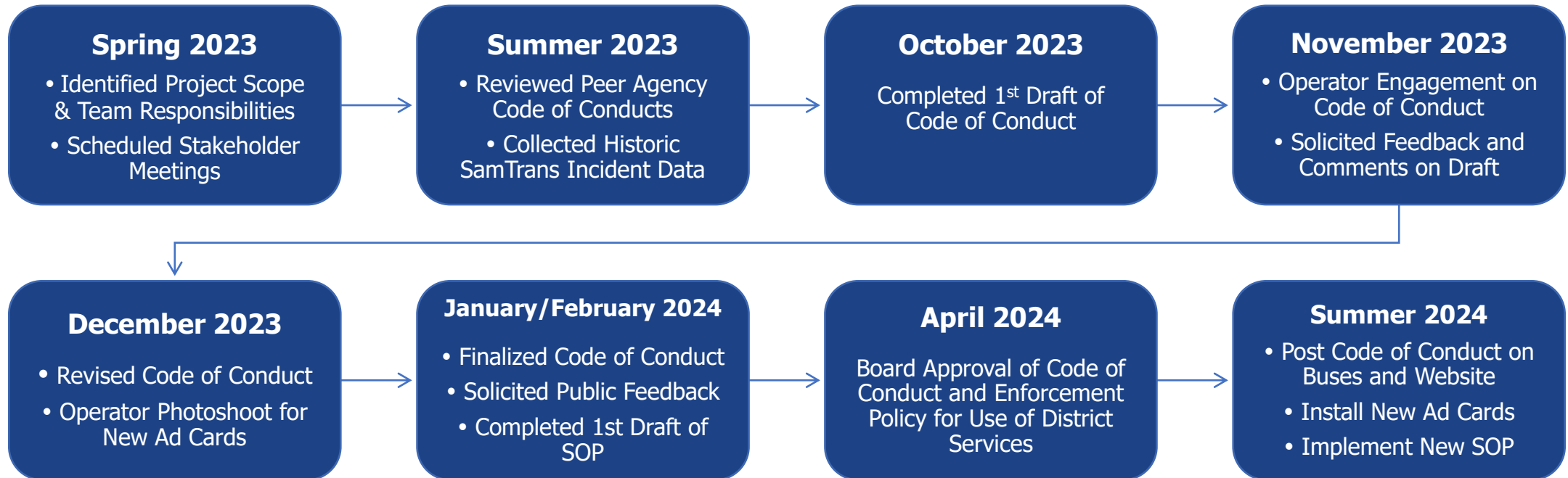
Replace current ad cards addressing bus operator assault on all vehicles



Standard Operating Procedure (SOP)

Report and track incidents of District operator assaults

Timeline and Milestones



A photograph of three men in work attire on a forklift. The man on the left is wearing a blue jacket and a light blue shirt. The man in the middle is wearing a dark jacket and glasses. The man on the right is wearing a dark jacket, a beanie, and a utility belt. They are all looking towards the camera. The background shows the interior of a forklift with yellow safety bars and a control panel. The text is overlaid on the image in a large, white, sans-serif font.

Code of Conduct and Enforcement Policy for Use of District Services

Guidelines and Enforcement

Code of Conduct



- 1** Harassment against SamTrans bus operators or other staff or passengers is not tolerated on the bus, paratransit, microtransit, or at bus stops and stations. "Harassment" includes physical harm, intimidation, verbal threats, name-calling, and sexual harassment.
- 2** Avoid disruptive conduct, unnecessary conversation, and close contact with District vehicles and bus operators. Let drivers focus on the road.
- 3** The District does not tolerate discrimination towards any passenger or SamTrans employee based on their race, color, national origin, religion, marital status, sex, sexual orientation, gender identity, pregnancy, ancestry, age, military status, disability, genetic information, or any other protected status.

Code of Conduct



- 4** Paying the correct fare is required to ride the bus.
- 5** Sexual harassment, sexual conduct, and indecent exposure towards fellow passengers or SamTrans employees are strictly prohibited.
- 6** Fighting, pushing, unwanted physical contact, spitting, throwing objects, vulgar language, yelling, shouting, and excessive noise are prohibited on buses, and at bus stops and stations.

Code of Conduct



- 7** Opening or tampering with emergency windows and doors is prohibited, except during an emergency.
- 8** The use of alcohol, marijuana, tobacco, e-cigarettes, vaporizers, and illegal drugs, is prohibited on buses, paratransit, and microtransit, and at bus stops and stations. Open containers of alcohol are not allowed on buses, paratransit, and microtransit.
- 9** For safety reasons, congregating or loitering on a bus near the doorways and aisles, or at a bus stop in a way that blocks entry and exit to a bus, or intentionally delaying a bus is prohibited. All aisles must be kept clear of personal items throughout a bus.

Code of Conduct



- 10** Weapons, firearms, projectiles, knives, replica weapons, explosives, and containers including flammable materials are not allowed onboard District vehicles.
- 11** Riders must always comply with the instructions of the driver regarding operating of the vehicles and matters of safety to avoid an accident.
- 12** Please be respectful and attentive of others. If you see something, say something.

RESPONSE TO VIOLATIONS

Operators ➡ Radio Control ➡ First Responders

EJECTION & EXCLUSION

Violators of the Code of Conduct may be immediately removed from the vehicle by an authorized SamTrans representative.

Violators may further be excluded from using the system indefinitely. Exclusions will be sought by the District's General Counsel.

LIMITATIONS

The Code of Conduct does not seek to limit, replace, or conflict with any federal, state, or local law.

Code of Conduct Enforcement Policy



Citizens' Advisory Committee Feedback

CAC and Public Comments

Appreciate the creation of this Code of Conduct to address overall safety

Some initial concern about the Code of Conduct before presentation, but felt at ease after presentation due to common-sense items

Question about whether this Code of Conduct applies to operators too

Question about fare payment violation, because they often see operators letting passengers who cannot pay on board

Staff Response

While this Code of Conduct is public-facing and applies to passengers, operators must follow similar guidelines provided during training

Passengers who do not pay proper fare are not immediately removed from the bus to prevent schedule delay, but proper fare guidelines must be included



Thank You & Acknowledgements



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Safety & Security: Omar Brown, Tabby Davenport, Scott Kirkpatrick