

Long Beach Transit Customer Code of Conduct



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Background

Long Beach Transit (LBT) provides important transportation services to the communities it serves. Safety and security are top priorities at LBT, and a successful partnership between LBT and its customers depends on LBT employees and customers behaving in a mutually respectful and courteous manner.

To enhance the customer experience, LBT has adopted a Customer Code of Conduct (the Code) pursuant to the authority granted to LBT by the California Civil Code Section 2186.

LBT's Code of Conduct sets out expected behaviors for everyone who uses LBT property, which includes, but is not limited to, operating, maintenance and administrative facilities, vehicles, transit stations, bus shelters, bus benches, water vessels and water vessel docks. The Code authorizes specific personnel to expel from LBT property persons who commit Transit Violations (as defined herein) and to suspend their privileges to enter upon LBT property and use the transit system.

Policy

LBT has established the Code to promote the safety, security and comfort of its customers; to facilitate the proper use of LBT property; to protect LBT property and employees; to assure payment of fares; and to ensure LBT property is safe, secure, welcoming and accessible for all customers.

Transit Violations and Prohibited Behaviors

No individual may engage in conduct, as defined below, on, at, or in the public and non-public areas of LBT property. LBT prohibits the following behaviors at all LBT properties:

1. Animals

- 1.1. Bringing prohibited animals: This does not include service animals (e.g., a guide dog, signal dog or service dog) or other service animal as permitted by the American with Disabilities Act and all other applicable state and federal laws and regulations provided that the animal is accompanied by a person with a disability or a person who is responsible for training such an animal. Pets and emotional support, therapy, comfort and companion animals are not considered service animals, although they are permitted when in a pet carrier. Carriers must be rigid, have locks or latches and must not block the aisle or a doorway.

2. Commercial Activity

- 2.1. Engaging in unauthorized commercial activity: LBT must grant express written permission to persons to sell goods or services or to solicit money.
- 2.2. Giving commercial handbills or flyers to operators or customers.

3. Conduct

- 3.1. Spitting, defecating or urinating.
- 3.2. Littering.
- 3.3. Bringing commercial or large-size carts or dollies on vehicles and water vessels unless collapsed, securely held and not blocking walkways.
- 3.4. Roller skating, rollerblading or skateboarding on vehicles or water vessels.
- 3.5. Indecent exposure.
- 3.6. Lewd acts.
- 3.7. Other disorderly conduct. Preventing customers and employees from comfortably using LBT property and stations for their intended purpose.
- 3.8. Stealing or willfully damaging LBT property and stations.
- 3.9. Not securely holding strollers or small carts on vehicles or water vessels.
- 3.10. Blocking aisles or walkways with strollers or small carts on vehicles or water vessels.

4. Fares

- 4.1. Refusing to pay a fare, or show specific fare media to an LBT employee or transit enforcement officer.
- 4.2. Misusing fare media.
- 4.3. Distributing or selling counterfeit or stolen fare media.

5. Food, Drink, Alcohol, and Drugs

- 5.1. Bringing open food or beverage containers onto vehicles: Open food containers are not allowed on vehicles. Open beverage containers are also not allowed on vehicles, unless they are re-sealable. This does not apply to vehicle operators at authorized locations.
- 5.2. Bringing open alcoholic beverages: Drinking alcoholic beverages or possessing open containers of alcoholic beverages, except in designated areas on certain water vessels.
- 5.3. Being under the influence of alcohol.
- 5.4. Smoking tobacco or other substance, or using electronic cigarettes or vaporizers.
- 5.5. Using or being under the influence of any controlled substance.

6. Noise

- 6.1. Inappropriate use of audio devices: Audio devices, including, but not limited to, radios, cassette players, CD players, iPods, MP3 devices, mobile phones, and other similar devices, must not be audible to other customers.
- 6.2. Engaging in boisterous, unreasonably loud, or otherwise disorderly conduct: This does not include ordinary conversation at reasonable volumes.
- 6.3. Causing sounds that are unreasonably and highly disruptive to other customers' use of LBT property or services, including but not limited to: loud, abusive, violent, threatening, or inebriated conduct.

7. Boarding, Alighting and Riding

- 7.1. Remaining aboard a vehicle or water vessel when not allowed: Customers should not remain in vehicles or water vessels after they have completed their routes and customers have been told to exit or when vehicles have entered a garage or other area not open to the general public.
- 7.2. Customers should not enter an LBT vehicle if told by an authorized person not to do so or remain on properties or in vehicles or water vessels if banned from those premises.
- 7.3. Entering, exiting or passing through any emergency door of any vehicle or water vessel unless there is an emergency.
- 7.4. Entering the operator's seat of any vehicle or water vessel unless there is an emergency.
- 7.5. Boarding any vehicle through the rear exit door, unless told to do so by the operator or other authorized LBT personnel.
- 7.6. Standing in front of the yellow standee line at the front of a vehicle near the operator's seat.
- 7.7. Assault or threat of assault.
- 7.8. Willful hindering or disturbing the operation, operator or customers of a vehicle or water vessel.
- 7.9. Fighting.
- 7.10. Harassing or threatening LBT customers or employees: This includes following or stalking.
- 7.11. Avoiding or interfering with security measures, such as a video cameras or metal detectors.

8. Weapons

- 8.1. Using a match, lighter, or torch.
- 8.2. Carrying an explosive, acid, or flammable liquid in a public transit facility or vehicle.
- 8.3. Bringing any items of a dangerous nature onboard vehicles or water vessels including: destructive devices, hoax devices; dangerous, toxic or poisonous substances; containers of caustic materials, chemicals, or alkalis; fishing rods

which are not disassembled or have unsecured or exposed hooks or lures; sheet glass and sharp objects.

- 8.4. Bringing any dangerous weapon, including firearms.

9. Other Public Offenses

- 9.1. LBT expressly prohibits all acts or omissions which 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, and to which a penalty is attached that includes either fine, incarceration, or both.
- 9.2. Persons who are cited or arrested for any public offense on LBT property and stations are automatically expelled from access to the service for 24 hours from the time of arrest or citation. Unauthorized reentry onto LBT property and stations following such an expulsion may result in an arrest for trespass.

IMMEDIATE EXPULSION

Long Beach Police Department Transit Police or any LBT employee of supervisory rank or higher, may expel a person who violates LBT's Customer Code of Conduct from LBT property and stations by issuing such person a verbal order to immediately exit LBT property or stations.

This type of expulsion order is effective for 12 hours following the expulsion. After this time, the person may re-enter LBT property. Once directed to leave, if a person refuses to exit immediately and remain off of the property and stations thereafter, they may be arrested for criminal trespass.

TRANSIT SUSPENSION PROCEDURE

Those who violate any of the rules listed above may be suspended from entering LBT's property and stations and using the transit system. Any person receiving a citation from LBT Police must follow the instructions the issuing officer provides or which are described on the back of the citation.

An individual who is expelled from LBT property and stations will not be entitled to any refund of unused fare media that may expire during the time of his/her expulsion.

ENFORCEMENT

The expected behaviors are enforceable pursuant to California Penal Code sections 241, 314, 365, 369, 374, 415, 481, 640, 646, 647, as well as Long Beach Municipal Code 8.68.