

Rules of Conduct



Our Goals

We strive to ensure that everyone who uses Community Transit is treated with courtesy and respect. We want to make sure every ride with Community Transit is safe, comfortable, and enjoyable. Our Rules of Conduct are here to help educate our riders and to provide transparency. These rules apply to all people on Community Transit properties and for all services that we provide.

Thank you for your cooperation in upholding our Rules of Conduct. Please report rule violations or safety hazards to any employee or to our Customer Care team. Let us know how we can improve your experience by visiting communitytransit.org/comments or by contacting Customer Care.

Customer Care

(425) 353-RIDE (7433)

(800) 562-1375

TTY Relay: Dial 711

riders@commtrans.org

Monday – Friday: 6:30 a.m.–6:30 p.m.

Closed weekends and holidays

Who enforces our Rules of Conduct?

Our bus drivers, employees, authorized contractors, and transit police may remind you of the Rules of Conduct and warn you of potential consequences. They may ask you to leave a bus or facility or move seats if necessary.

Nondiscrimination & Reasonable Accommodations

People with disabilities, as defined by law, may request reasonable accommodation to the Rules of Conduct via email or phone call with the information below.

ada@commtrans.org

(425) 353-7433, (800) 562-1375, TTY Relay 711

Individuals with disabilities are required to follow all Rules of Conduct unless authorized personnel issue a written letter on Community Transit letterhead that approves an accommodation to the Rules of Conduct.

If you believe you have been discriminated against on the basis of race, color or national origin by Community Transit, you may file a Title VI complaint by completing, signing and submitting the agency's Title VI Complaint Form. Visit communitytransit.org/nondiscrimination to learn more.

Compliance & Appeals

Riders who fail to comply with our Rules of Conduct may be denied service or excluded from service for a designated period of time. Vehicles may be impounded at the owner's expense for failure to comply to the rules.

People asked to refrain from using Community Transit services or facilities for at least 15 days or more have the right to petition Community Transit for reinstatement of services, or to have the exclusion duration modified or reduced.

Petitions for reinstatement must be submitted by mail or email within sixty (60) days from receipt of the exclusion notification.

Mail:

Community Transit,
Attn: Manager of Security & Emergency Management,
2312 W. Casino Rd
Everett, WA 98204

Email:

appeal@commtrans.org

If you need assistance completing the appeal request forms, you can request assistance in person during regular business hours at the RideStore at Lynnwood Transit Center, by calling our Customer Care team, or by email.

RideStore at Lynnwood Transit Center
20110 46th Ave W.
Lynnwood, WA 98036
(425) 353-7433 or (800) 562-1375, TTY Relay 711
riders@commtrans.org

Rules of Conduct

The following conduct is prohibited on Community Transit vehicles, within or upon Community Transit facilities or property, and in connection with Community Transit's provision of public transportation services.

LEVEL A – Transit Specific Policy

Pets

- Allowing any animal to occupy a seat on transit property, to run at large without a leash, to unreasonably disturb others or to obstruct the flow of passenger or bus traffic; but animals may occupy a passenger's lap or under the seat while in a transit vehicle or facility.
- Allowing that person's own animal to leave waste on transit property.

Note: Service animals are not required to be muzzled. Dogs and cats are not required to be in a crate; all other small animals must be in a crate during transportation. Pets that are not in a crate are required to wear a commercially produced muzzle that covers the pet's mouth and is secured behind the head, and wear a leash.

Service Animals

- Allowing any service animal that is not harnessed, leashed, crated, or tethered, or otherwise not under the control of the individual with disabilities through voice, signal, or other effective controls.

Note: Service animals are limited to dogs.

Maintaining Firm Handhold or Seat on Moving Bus

- Not holding onto a handrail OR remaining seated while the bus is in motion.

Shoes

- Being barefoot.

Note: Individuals whose sole violation is being barefoot will be provided an opportunity to engage with a Community Transit and/or Office of Neighborhoods Social Worker to address the issue instead of being excluded unless it is a repeat offense.

Camping

- Camping on property or storing personal property on Community Transit property.

Note: Individuals whose sole violation is camping will be provided an opportunity to engage with a Community Transit and/or Office of Neighborhoods Social Worker to address the issue instead of being excluded unless it is a repeat offense.

Unattended Items

- Leaving packages, backpacks, luggage, or any other personal items unattended. These unattended items are subject to immediate confiscation and will be processed as lost & found, as appropriate. Bikes are kept for at least ten (10) days; all other items are kept for at least fourteen (14) days.

Note: The intention of this rule is not to warn people for simply leaving items that go into lost & found, but rather to mitigate repeat violations.

Wheeled Devices

- Riding a bicycle, motorcycle, or other vehicle, except for the purpose of entering or leaving facilities on roadways designed for that use. Excludes authorized individuals, personnel, law enforcement, and employees during their official duties.
- Bringing a bicycle onto a Swift bus that does not have any available bicycle parking areas and where its presence aboard the bus will obstruct access to, from or within the bus, or where it will create a safety risk, unless the individual is able to safely hold the bike without obstructing other customers.
- Bringing a bicycle onto a non-Swift bus and where its presence aboard the bus will obstruct access to, from or within the bus, or where it will create a safety risk, unless the individual is able to safely hold the bike without obstructing other customers.

- Not properly securing a bicycle using approved bicycle racks on buses or other Community Transit vehicles.
- Leaving a bicycle parked at a facility for more than seventy-two (72) hours.
- Using a mobility device on a bus or other Community Transit vehicle and not properly securing it when requested by employees.
- Storing personal carts, bicycle trailers or bicycles in the ADA seating area.

Note: Personal carts, grocery carts, and bicycle trailers are allowed, provided they can be stored between seats without blocking the aisle. Wheeled baby strollers and ADA assistive devices are allowed.

Roller Skates / Roller Blades / Skateboards

- Using roller skates, roller blades, hover boards, non-ADA Segway, non-ADA scooter, or skateboards on property.

Unsecured Wheelchair

- Refusing to properly secure a wheelchair on a Community Transit vehicle that has forward facing wheelchair securement seating.

Blocking Aisles

- Blocking aisles or walkways on transportation services vehicles or property.

Obstructing or Impeding

- Intentionally obstructing or impeding the flow or movement of transit vehicles, employees, contractors, customers, or public safety personnel or otherwise hindering or preventing access to Community Transit property causing unreasonable delays in boarding or de-boarding.
- Reclining or occupying more than one seat (including laying down), or in any way interfering with the provision or use of transit services.

Youth Supervision

- Neglecting to provide proper supervision of children, under the age of ten (10), by enabling them to use transit without an accompanying parent, guardian, or adult and/or failure to provide adequate supervision to enable youths to follow the Rules of Conduct.

Note: An individual of age 13 and older may be sufficiently mature enough to supervise a youth under the age of 10 in certain circumstances. A youth has to be sufficiently independent enough to ride unsupervised.

Feet on Furniture

- Placing feet on seats.

Objects Out Windows

- Extending an object or a portion of one's body through the door or window of a transit vehicle unless actively walking through a door.

Smoking / Tobacco / Marijuana Use

- Smoking or carrying a lighted or smoldering pipe, cigar, cigarette or using an electronic smoking device while on or in a transit vehicle or while in or on transit property.

Offensive Odor

- Having body odor or personal hygiene to unreasonably interfere with other customers' ability to use the transportation services and results in multiple complaints from customers and/or employees. This includes odor arising from one's person, clothes, articles, accompanying animal or other source.

Note: Individuals who have fecal matter or urine seeping through their clothing are unable to use our services due to creating a biohazard, but alternative courtesy transportation may be obtained from a Field Supervisor or Transit Police as resources allow. Individuals whose sole violation is offensive odor due to being homeless or insecurely housed will be provided an opportunity to engage with a Community Transit and/or Office of Neighborhoods Social Worker to address the issue instead of being excluded unless it is a repeat offense.

Disruptive Behavior

- Yelling, banging on surfaces, or using audible devices without headphones. However, the use of communication devices by employees, contractors, or law enforcement in the line of duty is permitted.

Solicitation

- Distributing or posting literature, gathering signatures, soliciting contributions, or conducting surveys inside a Community Transit facility or on property without Community Transit authorization. No Community Transit authorization is required to distribute literature, gather signatures, solicit contributions (including for fare), or conducting surveys on the public sidewalks adjacent to Community Transit property.

Flammable or Hazardous Liquid

- Carrying, possessing or disposing of flammable or hazardous liquids, including automotive fluids, flammable or nonflammable explosives, acid or any other article or material of a type or in a manner that is likely to cause harm to others. However, lighters, firearms, weapons, and ammunition may be carried if in a form or manner that is not otherwise prohibited by law or Rules of Conduct.

Throwing Objects

- Throwing an object at transit property or at any person on transit property.

Racial Slurs

- Profanity, racial slurs, and/or racial/ethnic name calling directed at any individual. This may also include using slurs for other protected classes, as outlined by federal and state statute, including age, ancestry, color, disability, marital status, national origin, parental/family status, race, religion / creed, retaliation, sexual orientation & gender identity, gender, and use of a guide dog or service animal. For complete list of state protected classes, visit hum.wa.gov

Food / Drink

- Eating on the transportation services vehicle in a manner that causes a spill/garbage on the ground.
- Drinking a nonalcoholic beverage from a container without a lid.

Note: Soda cans are acceptable.

Littering

- Disposing of garbage or recycling outside of a designated refuse container.
- Dumping any materials whatsoever on transit property, including but not limited to chemicals and automotive fluids.

Excessively Large Objects

- Bringing onto a transportation services vehicle any package or other object that blocks an aisle or stairway or occupies a seat if to do so would displace passengers or expected passengers.

Unauthorized Vehicle Movement / Parking

- Speeding more than five (5) miles per hour in all parking areas, access roads and drives unless otherwise posted.
- Parking a non-electric vehicle in an Electric Vehicle (EV) designated parking space.
- Operating or parking a vehicle on sidewalks, lawns, or any surface not specifically designated as a road, street, highway, or driveway is prohibited, unless you are an Authorized Individual or contractor conducting official duties.
- Parking a vehicle in an approved parking area on transit property for more than 72 consecutive hours or as otherwise posted with signage at the property.
- Using a transit facility for residential or commercial parking or encouraging others to make such a use.

Note: Individuals whose sole violation is using Community Transit property for residential parking due to being homeless or insecurely housed will be provided an opportunity to engage with a Community Transit and/or Office of Neighborhoods Social Worker to address the issue instead of being excluded unless it is a repeat offense.

- Performing any nonemergency repairs or cleaning of a vehicle parked on transit property.
- Parking any vehicle to use or occupy more than one marked parking space.
- Failure or refusal to obey or comply with any temporary or permanent parking sign, marking or device erected, made, or placed.
- Operating a vehicle in a bicycle lane except to cross at a permanent or temporary driveway, or for the purpose of parking a vehicle where parking is permitted or where the vehicle is disabled.
- Parking any trailer or semi-trailer in any facility, while detached from or attached to a vehicle, is prohibited. Camper trailers on pickup trucks are allowed.

Note: Authorized Individuals and contractors may use trailers as part of official duties or otherwise approved by Community Transit.

- Parking or leave standing any vehicle having either of the following without authorization from Community Transit employees:
 - A manufacturer's rated load capacity greater than 14,000 lbs.; or
 - A length more than 24 feet.
- Illegal Parking in Red Zones:
Stopping, parking or otherwise left standing, whether attended or unattended, as may be indicated by a sign or red paint on the curb, where a sign or paint was erected, including in a fire lane or by a fire hydrant. Unless in compliance direction of an authorized law enforcement officer.

- **Parking in Yellow Zones:**

- Stopping, parking or otherwise left standing, whether attended or unattended, as may be indicated by a sign or yellow paint on the curb, where a sign or paint was erected. Unless in compliance direction of an authorized law enforcement officer.

- **Tables / Structures on Property**

- Placing any tables or other structures on property, including unauthorized distribution of material, without proper authorization.

- **Restroom Misuse**

- Using restrooms for bathing or shampooing, doing laundry, smoking, using illegal drugs, or changing clothes.

Note: Individuals whose sole violation is restroom misuse will be provided an opportunity to engage with a Community Transit and/or Office of Neighborhoods Social Worker to address the issue instead of being excluded unless it is a repeat offense.

- **Alcohol**

- Drinking an alcoholic beverage or possessing an open container of an alcoholic beverage.

- **Controlled Substances**

- Use/possession of a controlled substance and controlled substance analog, as outlined in RCW 69.50.101 & 102. This includes smoking unknown products, injecting or ingesting unknown substances, or heating up unknown substances using drug paraphernalia.

- **Unauthorized Laser**

- Discharging a laser-emitting device on a transit vehicle, directing such a device from a transit vehicle toward any other moving vehicle or directing such a device toward any transit employees or customers.

- **Impersonating a Transit Employee**

- Falsely claiming to be a transit employee; or through words, actions or the use of clothes, insignia or equipment resembling department-issued uniforms and equipment, creating a false impression that the person is a transit employee.

- **Loitering**

- Loitering on Community Transit property in a manner that is inconsistent with the intended use and purpose. For instance, being at a stop without boarding a bus that has available room and is going to the customer's destination or being at a stop without a destination.

Note: Individuals whose sole violation is loitering due to being homeless or insecurely housed will be provided an opportunity to engage with a Community Transit and/or Office of Neighborhoods Social Worker to address the issue instead of being excluded unless it is a repeat offense.

- **Sounding False Alarm / Report**

- Initiating or causing to be initiated any false report, call, warning, or threat, such as that of fire, explosion or emergency that intentionally causes a false emergency response.
 - Improper use or disabling of safety equipment and signs. This includes improper use of a fire extinguisher or other safety equipment.

- **Trespassing**

- Entering Community Transit property during a period of exclusion, refusing to leave property after being issued a Community Transit Exclusion Notification and Trespass Warning or a Temporary Denial of Service Notification, or trespassing in a non-public area except when authorized by employee or law enforcement personnel. This includes being in an out-of-service transit vehicle, unless authorized by an employee or law enforcement personnel.

- **Violations of Permit to Use Community Transit Facilities**

- Engaging in violation of a permit to use Community Transit facilities, or Rules of Conduct, as authorized by Board of Directors Resolution # 16-94 and 13-98 or engaging in an activity without the appropriate permit.

- **Hanging on Bars with Feet Off Ground**

- Hanging or swinging on bars or stanchions with feet off the floor while on transit property or hanging onto or otherwise attaching oneself to the exterior of a Community Transit vehicle or other transit property.

- **Gambling**

- Engaging in gambling or any game of chance for the winning of money, or anything of value, unless they are

approved as official Community Transit programs.

Sports Activity

- Engaging in any physical sports activities unless they are approved as official Community Transit programs.

Tampering with Community Transit Equipment

- Interfering or tampering with mobile data computers, fare boxes, ticket vending machines, IT equipment and systems, security equipment and systems, or any other equipment on Community Transit vehicles or properties.

Policy Violation

- Engaging in any activity in violation of a Community Transit policy, as approved by the Chief Executive Officer (CEO) or designee.

Reasonable Staff Request / Sign

- Failing to comply with a reasonable staff request or posted sign, as defined by the Manager of Security and Emergency Management or designee, or failing to cease behavior that interferes with the effective functioning of the transportation services.

LEVEL B – Fare Evasion

Fare Evasion

- Failing to present a valid, unexpired pass, transfer or ticket or otherwise failing to pay the appropriate fare when using transportation services as required under RCW 81.112.210
- Falsely representing oneself as eligible for a special or reduced fare or obtaining any permit or pass related to the transit system by making a false representation.

LEVEL C - Serious Transit Specific Violations and Misdemeanor Crimes

Unlawful Transit Conduct

- Violating Unlawful Transit Conduct (UTC), as defined by RCW 9.91.025.

Note: UTC Violations that are outlined under Level A Violations, will be addressed as Level A violations. All other UTC violations will be addressed as Level C Violations.

Misdemeanor Crime

- Engaging in any other behavior that would constitute a misdemeanor under applicable law.

LEVEL D - Violation Toward Person(s) or Property

Theft

- Stealing personal or Community Transit property on Community Transit property as defined by RCW 9A.56.

Property Damage

- Defacing, destroying or otherwise vandalizing transit property or any signs, notices, or advertisements on transit property, as defined by RCW 9A.48.100.

Lewd Conduct

- Offensive touching and obscene acts such as sex acts, and indecent exposure as defined by RCW 9A.88.010.

Criminal Harassment

- Criminal harassment, including all forms of electronic media, as defined by RCW 9A.46.

Non-Criminal Harassment

- Conduct against a person based on protected status that is sufficiently severe, pervasive, or persistent as to interfere with or diminish the ability of a person to participate in or benefit from the services, activities, or privileges provided by the Community Transit, or an employee to engage in work duties.
- **Stalking:** An intentional or knowing course of conduct directed towards another person if that conduct would either cause a reasonable person to:
 1. Fear for the person's safety and that person in fact fears for their safety; or
 2. Fear death and that person in fact fears death.
- **Sexual Harassment:** The term "sexual harassment" means unwelcome sexual or gender-based conduct, including unwelcome sexual advances, requests for sexual favors, quid pro quo harassment, and other verbal, nonverbal, or physical conduct of a sexual or a gendered nature that is sufficiently severe, pervasive, or persistent as to:
 - (i) Deny or limit the ability of a person to participate in or benefit from the services, activities, or privileges provided by Community Transit; or
 - (ii) Alter the terms or conditions of employment for an employee or employees; and/or

(iii) Create an intimidating, hostile, or offensive environment for other individuals

- **Non-consensual Sexual Contact:** Is any intentional sexual touching, however slight, with any object or body part, by a person upon another person that is without consent and/or by force. Sexual contact includes intentional contact with the lips, breasts, buttock, groin, or genitals, or clothing covering any of those areas, or touching another with any of these body parts, or making another touch you or themselves with or on any of these body parts, or any other intentional bodily contact in a sexual manner. This includes non-consensual sexual intercourse.

Felony Crime

- Engaging in any other behavior that would constitute a felony under applicable law.

Mutual Fighting

- Agreeing to or participating in a mutually agreed physical fight.

Unwanted Physical Contact

- Unwanted touching, physical harm or abuse, or threats of physical harm or abuse which threaten the health or safety of another person. This applies even if the victim does not want to press criminal charges.

Workplace Violence

- As outlined in Community Transit Policy POL-SE-003 & 004, individuals are prohibited from workplace violence towards any Community Transit employee or contractor performing work on behalf of Community Transit.

LEVEL E - Serious Violation Toward Person(s) or Property

Hate Crime Offenses

- Criminal malicious harassment, including all forms of electronic media, including using insulting or derogatory words that places someone in a reasonable fear of harm to their person or property, as defined by RCW 9A.36.080. This includes prohibited conduct that is considered a hate crime offense such as targeting someone because of their race, gender, color, religion, ancestry, national origin, sexual orientation, mental, physical or sensory disability, as defined by state law.

Employee Assault

- Assaulting an employee as defined by RCW 9A.36.

Weapon Brandishing

- Carrying, exhibiting, displaying, or drawing any firearm or knife in a manner that demonstrates an intent to intimidate another or that warrants alarm for the safety of other people, as defined by RCW 9.41.270.

Dangerous Weapon Possession or Use

- Illegal possession or use of a dangerous weapon, as defined by RCW 9.41 9.41.250.

LEVEL F – Serious Felony Crime of Violence Against a Person Resulting in Injury

Felony Crime Resulting in Injury

- Engaging in any other behavior that would constitute a felony under applicable law, is against a person, and results in injury.

Definitions:

Camping: To pitch, use, or occupy a tent, hut, temporary shelter, or vehicles if being used as temporary living quarters, as evident by the presence of tarpaulins, cots, beds, sleeping bags, blankets, mattresses, hammocks, clothes, cooking equipment or other personal items.

Community Transit Property: Community Transit owned, controlled, and leased premises, including any location in which Community Transit business is conducted, or in which employees or contractors represent Community Transit. This includes passenger facility, structure, stop, shelter, bus zone, property or right-of-way of any kind that is owned, leased, held, or used by Community Transit for the purpose of providing public transportation services.

Electronic Smoking Device: Any noncombustible product that may contain nicotine and that employs a heating element, power source, electronic circuit, or other electronic, chemical, or mechanical means, regardless of shape or size, that can be used to produce vapor or aerosol from a solution or other substance (RCW 70.345.010). For Community Transit purposes, this includes means of consuming cannabis.

Service Animal: A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Emotional Support Animals are not considered service animals by the Americans with Disabilities Act

(ADA) or under WA state law.

Threat: Expression of the intent to cause physical or mental harm, including oral words, written words, gestures, or symbols that would communicate direct or indirect threat of physical or mental harm. An expression constitutes a threat without regard to whether the party communicating the threat has the present ability to carry out the threat and without regard to where the expression is continuing, conditional, or future.