



Code of Conduct

(FAST) is committed to providing a safe, secure, and comfortable environment for all passengers. **By riding FAST, you agree to follow the Code of Conduct, which applies to our entire transportation network of buses and facilities.** Violations may result in immediate removal from a bus and/or facility and suspension of riding privileges.

- Individuals may not board until paying a full and accurate fare to ride.
- Priority front seats and wheelchair areas, designated by signs, shall be yielded to seniors and individuals with disabilities.
- Weapons, of any kind, are prohibited.
- Flammable, explosive, or hazardous materials are prohibited.
- Carry-on items are limited to what passengers can safely carry in one boarding without driver assistance. Carry-on items must be controlled at all times without blocking an aisle or doorways. Folding carts must be folded and properly stored.
- Passengers may board with a child in a stroller. Once boarded, the child must be removed from the stroller. The stroller must also be folded and stowed under or between seats, without blocking an aisle or doorways.
- Drinking, eating, and littering is prohibited.
- Smoking, including electronic cigarettes and vaping pens, is prohibited.
- Service animals as defined by Title II and Title III of the Americans with Disabilities Act are the only animals allowed on board transit vehicles.
- Conversations between passengers or on cell phones must be kept at a reasonable volume level to avoid disturbing others.
- Passengers must use earphones to operate their sound emitting electronic devices and those devices must be kept at a volume level that avoids disturbing others.
- Individuals must not expose others to bodily fluids such as feces, blood and urine or pose a direct threat to health and safety by any other means.
- Individuals shall not damage personal property.
- Individuals shall not physically or verbally assault, abuse, or harass others.
- Individuals shall not engage in inappropriate physical contact with oneself or others.

SUSPENSION POLICY

FAST reserves the right to suspend or terminate service to individuals who exhibit violent, seriously disruptive, or illegal behavior (suspendible conduct). FAST shall investigate alleged suspendible conduct. An investigation shall include, but is not limited to, interviewing individuals present and/or involved in the suspendible conduct and reviewing video surveillance footage ("FAST Investigation").

FAST will immediately suspend service to individuals who engage in suspendible conduct, as determined by a FAST Investigation. FAST shall determine the length of the suspension within ten (10) calendar days of the incident resulting in the suspension, and if possible, FAST shall promptly mail a written notice of suspension to the passenger, which will identify the suspendible conduct, the length of the suspension, and FAST Administration contact information.

When determining suspension length and reinstatement of riding privileges, FAST shall consider the conduct and ability to resolve the matter to ensure the inappropriate behavior ceases. Past incidents of suspendible conduct will also be considered in determining the length of suspension.

APPEALS

Passengers may appeal suspension of service by contacting FAST administration.

Passengers are required to obey lawful direction given by FAST personnel at all times and not engage in any criminal conduct, as defined by the California Penal Code Section 640, as amended or any federal or municipal laws.

This Code of Conduct is in accordance with Section 37.5(h) of the Americans with Disabilities Act.

For more information, visit www.fasttransit.org or call FAST Administration at (707) 434-3800.