

AGENDA ITEM 1 F
Consent Item

MEMORANDUM

DATE: October 1, 2026

TO: El Dorado County Transit Authority

FROM: Ryan Robinson, Safety & Training Manager

SUBJECT: Updated Passenger Code of Conduct

REQUESTED ACTION:
BY MOTION,

Approve the updated Passenger Code of Conduct

BACKGROUND

The El Dorado County Transit Authority (El Dorado Transit) maintains a Passenger Code of Conduct (Code) to establish rules and expectations for passengers using El Dorado Transit services and property and to support a safe, secure, respectful, and comfortable transit environment for passengers, employees, and the public.

The current Passenger Code of Conduct was adopted in September 2023. Staff conducted a comprehensive review of the existing Code and developed revisions to improve clarity, address operational and safety concerns, strengthen enforcement provisions, and better align the Code with current El Dorado Transit practices and applicable federal and state requirements.

DISCUSSION

The proposed revisions comprehensively update and clarify the Passenger Code of Conduct while maintaining El Dorado Transit's commitment to providing safe, accessible, respectful, and reliable public transportation.

Significant revisions include:

- Establishing and updating definitions for key terms, including carry-on items, Foldable Personal Shopping Carts/Baskets, major infractions, mobility aids and devices, Personal Care Attendants, service animals, strollers, weapons, and transit property;
- Clarifying passenger responsibilities for boarding, alighting, remaining seated when seating is available, standing, movement within the vehicle, and compliance with reasonable safety instructions;
- Updating service animal requirements, including permissible inquiries, control and placement requirements, and circumstances under which a service animal may be denied boarding or removed;

- Updating requirements for carry-on items, strollers, shopping carts, personal scooters, bicycles, and other personal property, including clarifying permitted and prohibited cart types and requirements for safe transportation;
- Clarifying the use of priority seating, wheelchair securement areas, vehicle lifts and ramps, and other accessibility equipment while preserving accommodations and reasonable modifications required under applicable disability-access laws;
- Updating food and beverage requirements, including requirements for securely covered non-alcoholic beverages and passenger responsibility for maintaining control of beverages;
- Clarifying requirements applicable to the South Lake Tahoe Connecting Route when different service-specific requirements apply;
- Clarifying public health, sanitation, safety, and passenger conduct requirements;
- Expanding and clarifying restrictions concerning firearms, knives, prohibited weapons, imitation or replica weapons, projectile-launching devices, explosives, and the threatening or unsafe use of otherwise lawful objects; and
- Strengthening enforcement procedures by defining Major Infractions, clarifying circumstances requiring immediate action, and updating warning, denial of service, removal, suspension, termination of riding privileges, and law-enforcement referral provisions.

The revised Code also clarifies that enforcement decisions involving disability-related circumstances must remain consistent with applicable disability-access requirements and that El Dorado Transit will provide reasonable modifications to policies, practices, and procedures when required by law.

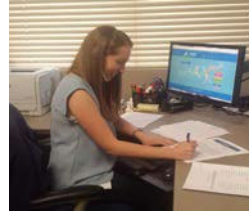
These revisions provide passengers and employees with clearer expectations, give staff more consistent guidance for addressing unsafe or disruptive conduct, strengthen protections for passengers and employees, and provide a more comprehensive framework for administering and enforcing the Passenger Code of Conduct.

Legal counsel reviewed the updated Passenger Code of Conduct in its entirety and confirmed that the proposed Code and revisions are legal and compliant with applicable requirements. Staff incorporated changes resulting from the review into the version presented for Board consideration.

A redline version showing the proposed changes is included with the agenda packet. Upon Board approval, the updated Passenger Code of Conduct will replace the Passenger Code of Conduct adopted in September 2023.



EL DORADO TRANSIT



Passenger Code of Conduct

Adopted: ~~September 7, 2023~~Draft

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I. Passenger Code of Conduct

The El Dorado County Transit Authority (El Dorado Transit) is committed to providing a safe, secure, and comfortable transit environment. The Passenger Code of Conduct (Code) establishes the rules passengers must follow when using El Dorado Transit services or property. Compliance with this Code and with lawful and reasonable directions of El Dorado Transit employees is a condition of using El Dorado Transit services.

This Code applies to all El Dorado Transit transportation services, except where a provision expressly applies only to a particular type of service.

South Lake Tahoe Connecting Route: Certain provisions of this Code may not apply to the South Lake Tahoe Connecting Route when different requirements apply to that service. Passengers using the South Lake Tahoe Connecting Route are subject to the applicable rules, requirements, and restrictions established for that service, including applicable Amtrak requirements. Where a specific South Lake Tahoe Connecting Route or Amtrak requirement differs from this Code, the requirement applicable to that service will govern.

Passengers who violate this Code may be denied boarding, required to correct the violation, required to exit a vehicle when safe to do so, suspended from service, or subject to other action authorized by this Code or applicable law.

Nothing in this Code limits transportation or accommodations required by the Americans with Disabilities Act (ADA) or other applicable federal or state law. Passengers should promptly report unsafe, threatening, or illegal conduct to El Dorado Transit personnel.

El Dorado Transit will make reasonable modifications to its policies, practices, and procedures when necessary to avoid discrimination on the basis of disability, as required by applicable law.

~~By establishing the Passenger Code of Conduct it sets forth expectations and guidelines for passengers to follow to ensure the safety and comfort of all passengers and El Dorado Transit staff. Behavior on transit property is governed by California Penal Code 640 and other statutes.~~

If a passenger notices offensive or illegal activity by another passenger, the person is highly encouraged to notify El Dorado Transit.

Our Core Values – S.E.R.V.E.

El Dorado Transit's commitment to providing safe, reliable, respectful, and high-quality public transportation is guided by our S.E.R.V.E. Core Values:

Safety First – Start Safe, Stay Safe
Empathy in Action – Serve with Heart
Responsibility with Integrity – Count on Me
Value in Every Mile – Proud to Serve
Ever Improving – Grow, Adapt, and Elevate

These Core Values guide how El Dorado Transit serves our passengers, supports our employees, and provides transportation to the communities we serve. The Passenger Code of

Conduct supports these values by establishing clear expectations that help maintain a safe, respectful, and reliable transit environment for everyone.

Definitions

For purposes of this Passenger Code of Conduct, the following definitions apply:

Carry-On Item: Personal property that a passenger can safely bring aboard and remove from the vehicle in one boarding without assistance and that complies with Section 4.2.

Foldable Personal Shopping Cart/Basket: A small, personal, upright shopping basket or cart designed to be pushed or pulled by hand and to fold or collapse for personal transportation and storage. The cart must have two primary wheels and may also have small auxiliary support or stabilizing wheels. Auxiliary wheels do not change the cart's classification as a permitted Foldable Personal Shopping Cart/Basket.

Major Infraction: A serious violation of this Code identified as a Major Infraction in Section II that may result in immediate denial or removal from service, suspension, termination of riding privileges, or other action authorized by this Code without a prior warning or opportunity to correct the violation.

Mobility Aid: Equipment used by an individual with a disability to assist with mobility, consistent with applicable federal disability-access requirements.

Mobility Device: A wheelchair or other device used by an individual with a disability for mobility, consistent with applicable federal disability-access requirements.

Personal Care Attendant (PCA): An individual who travels with a passenger with a disability to provide personal assistance related to the passenger's disability.

Service Animal: An animal individually trained to perform work or tasks related to an individual's disability. Animals whose sole function is emotional support, comfort, companionship, or therapy are not service animals.

Stroller: A device designed and used for the transportation of a child.

Weapon: Any firearm, dangerous weapon, prohibited projectile-launching device, explosive device, replica or imitation weapon prohibited by this Code, or other object designed, modified, displayed, carried, or used in a manner capable of causing or threatening bodily injury.

Transit Property: El Dorado Transit vehicles, facilities, passenger areas, bus stops, shelters, and other property owned, operated, used, or controlled by El Dorado Transit for the provision of transit service, to the extent applicable to the particular provision of this Code.

Passenger Rules and Requirements

1. Fare

All passengers must show a valid pass or pay a fare upon boarding. Failure to pay the appropriate fare or present a valid pass or willfully present an invalid pass or transfer is prohibited.

2. Destination Required / No Joy Riding

Passengers must use El Dorado Transit for transportation to a destination. Joy riding or continuously remaining aboard a vehicle without an apparent transportation purpose is prohibited.

On fixed-route service, a passenger may not remain aboard for a complete route loop and must exit at least one stop before returning to the stop where the passenger originally boarded. On paratransit, Dial-A-Ride, on-demand, or other demand-response services, passengers must use the service only for the origin and destination associated with the scheduled or accepted trip.

2.1 Scheduled and Demand-Response Trips

Passengers using ADA paratransit, Dial-A-Ride, on-demand, or other scheduled demand-response service must provide accurate trip information, be present and ready to board at the agreed pickup location during the communicated pickup window, and board when the vehicle is available for the trip.

Passengers who no longer intend to use a scheduled trip must cancel the trip in accordance with the applicable cancellation requirements. No-show, late-cancellation, and related service-suspension requirements for ADA complementary paratransit are governed by El Dorado Transit's applicable ADA paratransit policies and applicable federal requirements.

Passengers must not intentionally provide false trip information, knowingly reserve trips they do not intend to use, or otherwise misuse scheduled transportation service.

3. Service Animals and Pets

3.1. Service Animals

Individuals with disabilities may travel with service animals in accordance with applicable ADA, Department of Transportation (DOT), Federal Transit Administration (FTA), and California law. A service animal is an animal individually trained to perform work or tasks related to an individual's disability. Animals whose sole function is emotional support, comfort, companionship, or therapy are not service animals.

When it is not readily apparent that an animal is a service animal, El Dorado Transit personnel may ask only:

1. Are you a person with a disability? and
2. What is the disability-related task the animal has been trained to perform?

Passengers are not required to disclose their disability, provide medical or training documentation, show certification or identification, or have the animal wear a service-animal vest or other marking.

3.2. Control and Placement

Service animals must remain under the passenger's or handler's control at all times and must not block aisles, doorways, stairwells, emergency exits, wheelchair securement areas, vehicle controls, or other required paths of travel.

Service animals are not permitted on passenger seats. They must remain on the floor at or near the passenger's feet, on the passenger's lap when appropriate and safe, or otherwise under the passenger's control.

The passenger or handler is responsible for the supervision, care, behavior, and control of the service animal at all times.

3.3. Denial or Removal of a Service Animal

A service animal may be denied boarding or required to be removed when the animal:

- is out of control and the passenger or handler does not take effective action to control it;
- poses a direct threat to the health or safety of others; or
- engages in seriously disruptive behavior that materially interferes with transit service.

A determination shall be based on the animal's actual behavior and circumstances, not its breed, size, appearance, another person's fear, allergy, assumption, or stereotype. Occasional barking or ordinary animal behavior alone does not establish that an animal is out of control.

Removal of a service animal does not automatically prohibit the passenger from traveling. When reasonably possible and safe, the passenger shall be allowed to continue or obtain transportation without the excluded animal unless the passenger's own conduct independently warrants denial of service.

3.4. Service Animals in Training and Accessibility Equipment

Service animals in training shall be permitted when required by applicable California law.

A service animal may accompany an individual with a disability while using a vehicle lift, ramp, or other accessibility equipment. The passenger or handler remains responsible for controlling the animal during boarding, transportation, and alighting.

3.5. Pets and Other Animals

Emotional support animals, comfort animals, therapy animals, companion animals, and pets that do not qualify as service animals are not permitted aboard El Dorado

Transit vehicles.

During an evacuation covered by California Public Utilities Code Section 99166, El Dorado Transit shall permit pets as required by applicable law and may establish reasonable requirements concerning control, containment, placement, vehicle capacity, and safety.

~~Guide dogs, signal dogs and other service animals are permitted to accompany individuals with disabilities who board El Dorado Transit vehicles. If an operator is unsure the animal performs a service function, the operator may ask the following:~~

- ~~a. Is the animal required because of a disability?~~
- ~~b. What service has the animal been trained to provide?~~

~~However, if it is readily apparent that the animal is trained to do work or perform tasks for an individual with a disability, such as a dog observed guiding an individual who is blind or has low vision, no further inquiry is permitted. The animal must not interfere with other passengers and must be under constant supervision and control by the owner. Service animals are not permitted on seats or to block the aisleway in vehicles.~~

~~If a service animal is out of control and the passenger does not take effective action to control the behavior, the passenger will be asked to remove the animal from the vehicle.~~

~~If the misbehavior continues, the animal's boarding privileges may be revoked for an established period. Please refer to Section II: Suspension of Service for further details.~~

~~For safety reasons, it is recommended that service animals do not ride the passenger lift platform on vehicles where lifts are available. Their tails, paws, head, or equipment may catch in the lift mechanism.~~

3.1. Pets

~~Animals such as comfort animals, emotional support animals, or pets that do not meet the definition of a service animal are not permitted on El Dorado Transit vehicles*.~~

~~**Exception (Public Utilities Code 99166): In the event of an Evacuation Order established by the Governor of California or Local Emergency Management Officials, pets may be permitted if space allows, pet is in full control of the passenger, and safety of passengers, operator or others is not jeopardized.*~~

~~*Pets means a cat or a dog as those terms are defined in section 1799.109 of the Health and Safety Code.*~~

4. Carry-Ons

4.1. Recyclables

Bags or containers of recyclable materials collected for recycling or redemption are prohibited aboard El Dorado Transit vehicles.

A passenger carrying prohibited recyclable materials may be denied boarding until the prohibited materials are removed. If the prohibited materials are brought aboard or discovered after boarding, the passenger must remove them from the vehicle and may be required to exit with them at a safe location. Bags of recyclable cans, bottles and other such items are prohibited.

4.2. Limits

Passengers must limit their carry-ons to only those items the passenger can safely carry on the vehicle in one boarding without any assistance from the operator or another passenger. Passengers must always have control over carry-on items. Carry-ons shall not block aisles or seats. Passengers may bring aboard only those personal items that the passenger can safely carry onto and off the vehicle in one boarding without assistance from the operator or another passenger.

Passengers may not make multiple trips on and off the vehicle to load or unload personal belongings.

All carry-on items must remain under the passenger's control and must be safely contained, positioned, and secured for the entire trip.

Carry-on items may not:

- block or protrude into an aisle, doorway, stepwell, emergency exit, or other path of travel;
- occupy or block a passenger seat;
- interfere with access to safety equipment;
- interfere with boarding or alighting;
- create a tripping, falling, rolling, shifting, or projectile hazard;
- interfere with the operator's ability to safely operate the vehicle;
- obstruct the operator's visibility or access to vehicle controls; or
- otherwise create an unsafe condition for passengers, employees, or the public.

Passengers are responsible for loading, unloading, controlling, and securing their personal belongings. El Dorado Transit employees are not responsible for lifting, carrying, loading, unloading, or otherwise handling passenger belongings except when assistance is required by applicable disability-access requirements.

Items that cannot be safely accommodated within the available passenger area, or that cannot remain safely controlled and secured throughout the trip, will not be permitted aboard.

Mobility aids and other items used by individuals with disabilities are subject to applicable ADA requirements and are not considered ordinary carry-on items solely because of their size or configuration.

4.3. Strollers

Strollers may be permitted aboard El Dorado Transit vehicles only when being used in connection with the transportation of a child.

The child must be removed from the stroller before boarding and may not remain in or be transported in the stroller while aboard the vehicle. The stroller must be folded and transported as a carry-on item in accordance with Section 4.2. The accompanying passenger responsible for the child must maintain control and supervision of the child, folded stroller, and belongings at all times.

Folded strollers must not block aisles, doorways, stepwells, emergency exits, passenger seats, wheelchair securement areas, or other paths of travel.

Strollers may not independently qualify for use of a vehicle lift or ramp. This does not restrict a passenger with a disability from requesting and using the lift or ramp while transporting an otherwise permitted stroller.

A stroller that cannot be folded, safely accommodated, or controlled in accordance with this Code may not be transported. ~~Passengers are encouraged to fold up strollers, if possible. However, it is not required. Children must not be transported in the stroller while in transport. Strollers may not be boarded using the lift and must be stored and secured and not block aisles at any time or block seats. Children and carriers must be under personal control at all times. If space is available within the wheelchair station, the stroller may be stowed in the areas as long as the passenger can hold the stroller and secure any belongings without impeding the aisle. Mobility devices at all times have priority in the wheelchair securement area.~~

4.4. ~~Utility Carts~~ Foldable Personal Shopping Carts and Walkers

The only shopping or utility cart permitted aboard an El Dorado Transit vehicle is a Foldable Personal Shopping Cart/Basket as defined by this Code.

Permitted carts, walkers, and their contents must remain securely held and under the passenger's control at all times and must comply with the applicable requirements of Section 4.2 and this Code. They must not block aisles, doorways, stepwells, emergency exits, passenger seats, or wheelchair securement areas. Walkers and approved shopping carts will not be secured using the vehicle's wheelchair securement system.

All other carts and wheeled devices intended primarily to transport property or cargo are prohibited, including full-size shopping carts, hand trucks, dollies, wagons, collapsible or folding utility wagons, folding utility carts, platform or flatbed carts, trailers, rolling cargo bins, and similar devices. Small auxiliary support or stabilizing wheels on an otherwise permitted Foldable Personal Shopping Cart/Basket do not make the cart prohibited. An item does not become permitted merely because it can be folded, collapsed, disassembled, or carried aboard.

Passengers transporting an approved Foldable Personal Shopping Cart/Basket may request and use the vehicle lift or ramp for boarding and alighting, subject to applicable equipment and safety requirements. The passenger must control and load or unload the

approved cart. Use of accessibility equipment by passengers with disabilities and mobility devices has priority.

Walkers and other mobility aids used by individuals with disabilities are not shopping carts and will be accommodated in accordance with applicable ADA requirements. Passengers are encouraged to fold up carts, when possible. Utility carts, walkers, and personal possessions must be stored and secured and cannot block aisles at any time or block seats. Only if available, carts can be stored in the wheelchair space as long as the passenger can hold on to their belongings. Mobility devices at all times have priority in the wheelchair securement area. The wheelchair lift may not be used for loading a utility cart. Large carts, such as shopping carts, are not allowed.

4.5. Personal Scooters

Personal scooters, including electric scooters used for recreational or personal transportation, may be permitted aboard El Dorado Transit vehicles when the scooter can be folded or collapsed and transported as a carry-on item. The scooter must be folded or collapsed before boarding and must remain folded or collapsed while aboard the vehicle. Gas-powered scooters are prohibited aboard all El Dorado Transit vehicles.

Personal scooters transported aboard the vehicle are considered carry-on items and are subject to all requirements of Section 4.2. The passenger is responsible for loading, unloading, controlling, and safely positioning the scooter. The scooter may not block or occupy a passenger seat; block or protrude into an aisle, doorway, stepwell, emergency exit, or other path of travel; interfere with boarding or alighting; or create a tripping, rolling, shifting, projectile, or other safety hazards.

One-wheel scooters and similar small personal scooters that do not fold or collapse may also be brought aboard when they can be safely carried, controlled, and accommodated as a carry-on item.

A scooter that cannot be folded or collapsed when required, cannot be safely carried or controlled by the passenger, or cannot be safely accommodated within the available passenger area may not be brought aboard.

4.6. Bicycles

Bicycles must be transported on the exterior bicycle rack on a first-come, first-served basis and must safely fit within the rack's capacity. Passengers are responsible for loading and unloading their bicycles. If the bicycle rack is full or the bicycle cannot be safely accommodated, the bicycle may not be brought aboard the vehicle, except as provided below.

Electric Bicycles: Electric bicycles must be weighed and approved by El Dorado Transit before being transported on a bicycle rack. Electric bicycles must weigh 55 pounds or less and display an El Dorado Transit approval sticker clearly visible to the Transit operator. If equipped with a removable battery, the battery must be removed before the bicycle is placed on the rack and transported aboard as a carry-on item in

accordance with Section 4.2.

Gas-powered bicycles are prohibited on El Dorado Transit vehicles and bicycle racks.

Last Loop of the Day Exception: When the bicycle rack is full, El Dorado Transit Dispatch may authorize a bicycle to be transported inside the vehicle on the last loop of the day. Dispatch approval is required before the bicycle is brought aboard. If approved, the bicycle must remain under the passenger's control, must not block aisles, doors, exits, or other paths of travel, and must be moved or removed if the space is needed by a passenger using a wheelchair or other mobility device. Bicycles must be stored on the bicycle rack on a first come, first served basis. The bicycles must be able to fit on the bike rack. Bicycles that do not fit the bicycle rack may not be loaded inside the vehicle. Non-folding bicycles may not be brought on board*. Folding bicycles may be brought on board the vehicle provided it is stored away safely and appropriately. Before being brought aboard, it remains under personal control at all times, and stored so as not to block aisles or seats at any time.

~~Electric bicycles can be transported after approval from El Dorado Transit. Approval is completed at El Dorado Transit offices. The electric bike will be weighed and if the bike meets the weight criteria of 55lbs or less, the bike will receive an approval sticker. Gas-powered bicycles may not be transported on all El Dorado Transit vehicles, due to the dangers of flammable liquids.~~

~~**Exception—the last vehicle of the day (provided space is available) may allow one to two (1-2) non-folding bicycles on board. Bicycle(s) must be stowed in the mobility device securement area. Passengers traveling in mobility devices have priority. If a passenger in a mobility device needs to board the vehicle after the bicycle(s) have been boarded, the bicycle(s) must vacate the space and disembark the vehicle.*~~

~~2.6—Life Support Equipment~~

~~Respirators, portable oxygen, or other non-emergency life support equipment in use may be brought on board as long as such items do not violate laws or rules related to transportation of hazardous materials. Equipment must be managed by the passenger or Personal Care Attendant (PCA).~~

5. Distractions

5.1. Operator Distractions

Passengers must not distract or interfere with the operator while the operator is driving or performing safety-related duties. Passengers must avoid actions that promote distractions to the operator. Passengers must remain behind the standee line.

5.2. Cell Phones

Cell phone ringers and conversations must~~shall~~ be kept at a volume level that does not disturb other passengers or the operator.

5.3. Electronic Devices:

Headphones must be used by passengers with all sound emitting electronic devices, or the sound feature must be turned off.

6. Boarding, Alighting, and Safe Riding

Passengers must board and alight only when and where it is safe and permitted by the operator or applicable service requirements. Passengers must not attempt to enter or exit a vehicle while it is moving, force or hold a vehicle door, interfere with the operation of a door, lift, or ramp, or enter an area of the vehicle not intended for passengers.

Passengers must not obstruct the operator's view, controls, mirrors, doors, aisles, or other equipment necessary for safe vehicle operation.

Passengers must remain seated while the vehicle is moving when a passenger seat is available. Standing is not permitted when seating is available. Passengers must not walk through the vehicle, change seats, or unnecessarily move about the passenger compartment while the vehicle is in motion, except due to a disability, medical condition, emergency, or when directed by El Dorado Transit personnel.

When standing is permitted because no seat is available, passengers must remain behind the standee line, use available handholds, and always maintain safe control. Passengers must comply with reasonable instructions concerning safe boarding, alighting, seating, standing, and movement within the vehicle.

6.1 Personal Care Attendants

A passenger may be required to travel with a Personal Care Attendant (PCA) as a condition of continued service when the passenger's actual conduct or circumstances create a safety concern or otherwise constitute conduct for which El Dorado Transit may lawfully refuse or discontinue service, and the presence of a PCA would effectively mitigate the conduct or safety concern.

A PCA will not be required solely because of a passenger's disability or because the passenger requires boarding, alighting, or other assistance that El Dorado Transit is required to provide under applicable disability law.

7. Consuming Food and Drinks

7.1 Eating

Eating is prohibited aboard El Dorado Transit Vehicles

7.2 Non-Alcoholic Beverages

Drinking non-alcoholic beverages is permitted provided the beverage is in a spill-proof or spill-resistant container. Non-alcoholic beverages may be permitted aboard El Dorado Transit vehicles only when contained in a spill-resistant container with a properly fitted and securely attached lid. Permitted containers include coffee cups, fountain drink cups, reusable cups or tumblers, water bottles, and similar beverage containers with secure lids. Open cups, cups without lids, or containers that present an unreasonable risk of spilling are prohibited.

Passengers must always maintain control of their beverage. A beverage that cannot be safely controlled or that presents a spill, safety, or sanitation risk must be disposed of or left behind before boarding. A passenger already aboard may be required to dispose of the beverage or exit the vehicle when safe to do so. Failure to comply with a reasonable direction concerning a beverage may result in denial of boarding or removal from the vehicle when safe to do so.

7.3 Alcoholic Beverage

Consuming any alcoholic beverage or possessing an open container of any alcoholic beverage is prohibited.

7.4 South Lake Tahoe Connecting Route Exception

The food and non-alcoholic beverage restrictions in Sections 7.1 and 7.2 do not apply to the South Lake Tahoe Connecting Route. Passengers on that service may consume food and non-alcoholic beverages, subject to applicable service-specific requirements and reasonable safety and sanitation requirements. Section 7.3 regarding alcoholic beverages remains applicable.

8. Vandalizing and Unauthorized Signage on Transit Property

8.1 Graffiti (Penal Code 640.5)

It is unlawful for any person to intentionally place graffiti upon any El Dorado Transit vehicle, bus shelter or bus stop. Passengers observed placing graffiti upon any El Dorado Transit vehicle, bus shelter or bus stop will be subject to criminal prosecution.

8.2 Defacing Property

Willfully tampering with, removing, displacing, injuring, or destroying any part of a facility or vehicle of a public transportation system is prohibited. (Penal Code 640(d)(5). Defacing, destroying or otherwise vandalizing transit property or any sign, notices or advertisements is prohibited. This includes posting or affixing leaflets or unauthorized signs to transit property. Passengers observed violating this provision will be subject to criminal prosecution.

9. Literature Distribution

Distribution or posting of literature is prohibited on vehicles, at bus shelters or bus stops.

10. Loitering

Loitering or congregating at a bus shelter or bus stop in any way is prohibited.

11. Selling or Peddling Any Goods, Merchandise, Property, or Services

Selling or peddling any goods, merchandise, property, or services to other passengers or transit employees for money or fare on the vehicle, at bus stops or within 25 feet of a bus stop is prohibited.

12. Priority Seating and Mobility Device Securement Areas

Priority seating and mobility-device securement areas are designated for seniors and passengers with disabilities. When these seats or areas are needed by a passenger with a disability, El Dorado Transit personnel will ask the appropriate passengers occupying them to make them available. Passengers are encouraged to comply with such requests.

12.1. Priority Seating

Priority seating is reserved for seniors and passengers with disabilities. Other passengers may use priority seats when they are not needed by a senior or passenger with a disability.

When designated priority seating is needed by a passenger with a disability, El Dorado Transit personnel will ask passengers who are neither seniors nor passengers with disabilities occupying those seats to make a seat available. Passengers are encouraged to comply with such requests.

12.2. Mobility Device Securement Areas

Mobility-device securement areas have priority for passengers using wheelchairs or other mobility devices. When a securement area is needed by a passenger with a disability, El Dorado Transit personnel will ask passengers occupying a fold-down or other movable seat within the securement area to make the area available. Passengers are encouraged to comply with such requests.

Strollers, shopping carts, bicycles, luggage, and other belongings must be moved when the securement area is needed. If all securement areas are occupied by other mobility-device users or the vehicle is at lawful capacity, the passenger may be required to use the next available service.

12.3. Mobility Device Securement and Lifts/Ramps

Wheelchairs and other mobility devices occupying a securement location must be secured using the vehicle's available securement system. A passenger who refuses required securement may be denied service. A passenger will not be denied service solely because the mobility device cannot be satisfactorily secured, and a passenger may choose, but will not be required, to transfer to a passenger seat.

On vehicles equipped with seat belts for all passengers, passengers remaining in mobility devices must wear the available seat belt. Refusal to wear a required seat belt will result in denial of service. On vehicles not equipped with seat belts for all passengers, seat-belt use by passengers remaining in mobility devices is optional but strongly recommended.

Vehicle lifts and ramps may be used by passengers with disabilities, passengers using wheelchairs, scooters, walkers, or other mobility aids, and passengers transporting an approved Foldable Personal Shopping Cart/Basket under Section 4.4. A passenger requesting lift or ramp use because of a disability is not required to disclose, demonstrate, document, or prove the disability.

Except when needed because of a passenger's disability, lifts and ramps may not be used solely to load strollers, prohibited carts, wagons, hand trucks, dollies, bicycles, trailers, luggage, cargo, groceries, or other personal property. Passengers with disabilities and mobility-device users have priority over passengers using the lift or ramp solely for an approved shopping cart under Section 4.4. Designated priority seating shall be given to seniors and persons with disabilities near the doors of the vehicle as posted. Other passengers in these seats will be asked to volunteer their seat if the need arises. Operators are not required to enforce compliance with a request to move passenger(s) from priority seating.

10.1 Mobility Device Securement

El Dorado Transit requires that passengers in mobility devices ride with their devices secured to the floor during transportation.

13. Public Health Standards, Dress, and Hygiene

Passengers, their clothing, belongings, and mobility devices must not create an unsafe or unsanitary condition, contaminate the vehicle or other persons, seriously disrupt transit service, or create a significant health or safety risk.

13.1. Unsanitary Conditions

Passengers may not board or remain aboard when urine, feces, vomit, blood, other bodily fluids, or other unsanitary material on the passenger, clothing, belongings, or mobility device is leaking, transferring, contaminating, or reasonably likely to contaminate the vehicle or other persons.

This includes visibly saturated clothing, uncontrolled urination, defecation, or vomiting, or any similar condition that creates a biological or safety hazard, prevents a passenger area from being safely used, or requires cleaning or decontamination of the vehicle.

A passenger meeting any of the conditions above may be denied boarding until the condition is corrected. If the condition occurs or becomes apparent after boarding, the passenger may be required to exit at a safe location.

A disability, medical condition, incontinence, ostomy, catheter, or similar condition is not itself grounds for denial when bodily fluids or other materials are effectively contained and no prohibited condition exists.

13.2. Body Odor and Physical Hygiene

Body odor or poor hygiene that is merely unpleasant or offensive is not grounds for denial of service.

A passenger may be denied boarding or required to exit only when the odor or hygiene condition is so severe that it seriously disrupts transit service, creates a significant health or safety risk, contaminates the vehicle, or results from an unsanitary condition prohibited by Section 13.1.

Service will not be denied solely because of homelessness, disability, medical condition, appearance, assumptions, or stereotypes.

13.3. Clothing

Passengers must wear clothing sufficient to cover the body and must wear footwear, except when a disability, medical condition, or applicable law requires otherwise.

Clothing, footwear, blankets, and other worn or carried items must not create an unsafe or unsanitary condition.

13.4. Public Health Emergency

Passengers must comply with lawful temporary health and safety requirements in effect during a declared public health emergency. All persons using El Dorado Transit services must comply with current public health standards while on the vehicle or at bus stops. Passengers are expected to maintain personal hygiene and refrain from any behaviors or actions that may be reasonably offensive, cause discomfort, or inconvenience to others.

11.1 Unsanitary Conditions:

A passenger must not willfully create unsanitary conditions through presence of blood, urine, feces, vomit, or other bodily fluids.

11.2 Body Odor or Physical Hygiene

A passenger may not be permitted on a vehicle if the person's body odor or physical hygiene disturbs the reasonable comfort of other passengers. The passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of El Dorado Transit staff, the person places existing passengers in extreme discomfort or is considered a health risk to others.

11.3 Clothing

Passengers must be fully clothed, including footwear.

As a courtesy, passengers are asked to respect those sensitive to fragrances by avoiding wearing scents.

11.4 Public Health Emergency

In the event of a Public Health Emergency, El Dorado Transit will follow local and state guidance.

14. Seat Belts

On vehicles equipped with seat belts for all passengers, seat belt use is required. Passengers who refuse to wear a required seat belt may be denied service. See Section 12.3 for seat belt requirements for passengers using mobility devices. If the vehicle is equipped, seat belts are required to be worn at all times while riding.

15. Smoking and Vaping

Smoking or vaping -within twenty (20) feet of transit vehicles and/or bus stops is prohibited.

16. Respectful Conduct & Community Standards~~Social Behavior~~

Passengers must conduct themselves in a manner that does not threaten safety, seriously disrupt service, interfere with transit operations, or violate this Code or applicable law. Violent, seriously disruptive, or illegal conduct, or conduct that presents a direct threat to the health or safety of others, may result in denial or removal from service.

Service will not be denied solely because a disability results in an appearance or involuntary behavior that merely offends, annoys, or inconveniences another passenger. Passengers are expected to exhibit appropriate social behavior while on-board the vehicle, at bus stop locations, on the phone or in person with El Dorado Transit personnel. Inappropriate social behavior includes, but is not limited to, the following:

Prohibited conduct includes:

16.1. Engaging in sexual conduct or sexual harassment, including, but not limited to, obscene or lewd acts, sexual touching, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when such conduct has the effect of creating an intimidating, hostile, or offensive atmosphere.

16.2. Federal law prohibits discrimination on the basis of protected characteristics. Passengers may not discriminate against, threaten, intimidate, harass, direct slurs at, or engage in abusive or aggressive conduct toward another person based on an actual or perceived characteristic protected by applicable federal or state law. Discriminatory conduct is prohibited and may result in enforcement under this Code. Federal laws prohibit discrimination based on a person's national origin, race, color, religion, disability, sex, gender identity, and/or familial status. Engaging in discriminatory behavior such as slurs or aggressive behavior, will not be tolerated.

16.3. Engaging in disorderly conduct as the result of being under the influence of any drug, controlled substance, or intoxicating liquor.

16.4. Fighting, or intentionally causing a loud disturbing noise, ~~or using offensive words that are inherently likely to provoke an immediate violent reaction.~~

16.5. Disrupting or interfering with the normal operations of El Dorado Transit or disturbing transit staff, volunteers, or customers, including, but not limited to creating unreasonable noise, or engaging in loud or boisterous physical behavior or talking.

16.6. ~~Willfully~~ Passengers may not willfully block the free movement of another person or place objects in a manner that blocks aisles, doors, stairways, seats, or other paths of travel on Transit Property. blocking the free movement of another person in or on El Dorado Transit property, including placing objects that block aisles, stairways seats

16.7. Interfering with the provision of transportation services (i.e., failure to properly board or alight, blocking progress of a transit vehicle, disturbing the operator).

16.8. Throwing objects at El Dorado Transit property or at persons in or on transit property.

16.9. Disobeying the reasonable direction of El Dorado Transit employees.

16.10. Repeatedly annoying a person for inappropriate purposes

16.11. Sleeping on El Dorado Transit property is prohibited where prohibited by applicable law or when it interferes with the safe or orderly use or operation of El Dorado Transit services or property. ~~Sleeping on El Dorado Transit premises after being requested not to do so.~~

16.12. Threatening, intimidating, harassing, assaulting, or attempting to assault an El Dorado Transit employee, passenger, volunteer, contractor, or other person is prohibited. This includes verbal threats, gestures, actions, or conduct that would cause a reasonable person to fear bodily injury.

16.13. Passengers may not intentionally interfere with, obstruct, touch, grab, strike, spit upon, throw an object at, or otherwise physically interfere with an operator while the operator is performing their duties or operating an El Dorado Transit vehicle.

16.14. Passengers must comply with reasonable instructions provided by El Dorado Transit employees concerning safety, boarding, alighting, seating, carry-on items, vehicle capacity, prohibited conduct, and the safe operation of transit service. Refusal to comply may result in denial of boarding, removal from the vehicle when it is safe to do so, suspension of riding privileges, or other action permitted by this Code or applicable law.

16.15. Passengers may not spit or expectorate upon a vehicle, Transit Property, employee, passenger, or other person.

16.16. Passengers may not litter, leave trash or discarded property aboard a vehicle or on Transit Property, or intentionally create an unsanitary condition.

16.17. Passengers may not wear or use a mask, neck gaiter, balaclava, ski mask, costume mask, full-face helmet, or other covering that conceals or substantially obscures the face while boarding, riding, or on Transit Property.

This rule does not apply when the face covering is worn because of a disability, medical or health reason, or as part of a sincerely held religious belief or practice.

Hats, beanies, caps, hoods, and other ordinary headwear are permitted unless worn in a manner that conceals or substantially obscures the face.

A passenger who violates this rule must uncover their face before boarding or continuing the trip. Failure to comply may result in denial of boarding or removal from the vehicle when safe to do so.

16.18. Passengers accompanying a child or another person requiring their supervision must maintain reasonable control and supervision of that person while using El Dorado Transit service. Children and other persons under a passenger's supervision must not interfere with safe vehicle operation, block aisles or doors, or create an unsafe condition.

17. Emergency Situations

During an emergency, accident, evacuation, mechanical failure, fire, severe weather event, security incident, or other unsafe condition, passengers must remain calm and follow the instructions of the operator, El Dorado Transit personnel, law enforcement, or emergency responders.

Passengers must remain aboard the vehicle unless directed to exit or remaining aboard presents an immediate danger. If evacuation is required, passengers must use the exit or evacuation route directed by El Dorado Transit personnel or emergency responders and move to the designated safe location.

Passengers must not block, tamper with, or improperly use emergency exits or emergency equipment. Passengers must promptly report a fire, medical emergency, immediate threat, suspicious item, or other emergency condition to the operator or appropriate emergency personnel when safe to do so. Call 911 for an immediate emergency when it is safe to do so.

18. Unaccompanied Children

El Dorado Transit recommends that children 11 years of age and under be accompanied by an adult or responsible youth age 12 or older. This recommendation does not prohibit an otherwise eligible child from riding alone.

A passenger accompanying a child or other person requiring supervision is responsible for maintaining reasonable control and supervision of that person while using El Dorado Transit service. Children must not interfere with safe vehicle operation, block aisles or doors, or create an unsafe condition. Passengers should have the maturity to be able to react to unexpected situations that may arise in any transportation system, such as delays, cancellations, or other service disruptions. For this reason, El Dorado Transit recommends that children 11 years of age and under be accompanied by an adult or a responsible youth (at least 12 yearsold) when riding El Dorado Transit.

If it is necessary for children to travel alone, the following is strongly suggested:

- Children should carry identification showing their name, address, home phone number, and the name and phone number of a responsible adult to contact if necessary.
- Parents and/or guardians should review the details of the trip with their child prior to travel, including the route the person will be riding and the stop where the person will disembark. For young children, this information should be given to the child in writing.

19. **Hazardous Materials and Medical Equipment**

Passengers may not bring aboard El Dorado Transit vehicles hazardous, flammable, explosive, corrosive, poisonous, radioactive, or other dangerous materials that are prohibited by law or present a safety risk. Prohibited items include, but are not limited to, gasoline and other fuels, propane cylinders, explosives, fireworks, flammable liquids, dangerous chemicals, corrosive materials, poisons, radioactive materials, and wet or non-sealed batteries containing liquid acid or corrosive electrolyte, including automobile, motorcycle, marine, and similar lead-acid batteries.

Ordinary personal-use items that are lawfully transported and safely contained, including medications, personal-care products, permitted battery-powered devices, and sealed batteries, are allowed subject to this Code and applicable law. Batteries that are part of or required for a wheelchair, mobility device, or other disability-related equipment shall be accommodated in accordance with applicable ADA and DOT requirements.

Medical Equipment: Passengers with disabilities may travel with respirators, portable medical oxygen supplies, oxygen cylinders or tanks, portable oxygen concentrators, and other necessary medical equipment as permitted by applicable ADA and DOT requirements. Compressed medical oxygen cylinders must be safely contained and transported in accordance with applicable DOT hazardous-material requirements. Medical equipment must remain under the control of the passenger or Personal Care Attendant and must not block aisles, doors, emergency exits, or other paths of travel.

Any prohibited hazardous material, or any battery, cylinder, container, or other item that is leaking, damaged, improperly contained, or presents an immediate safety risk, will not be permitted aboard. Carrying the following items onto El Dorado Transit vehicles is prohibited:

- ~~Explosives, ammunition, dynamite, fireworks~~
- ~~Gases such as propane, oxygen, helium flammable gasoline fuel, acetone~~
- ~~Flammable solid matches, fuses~~
- ~~Oxidizers, ammonium nitrate, hydrogen peroxide~~
- ~~Poisons, pesticides, arsenic~~
- ~~Radioactive uranium, plutonium~~
- ~~Corrosives—hydrochloric acid, battery acid~~
- ~~Miscellaneous hazardous materials—formaldehyde, asbestos, non-ORM-D (other regulated material), hair spray~~
~~Charcoal, non-combustible liquids, fuel oils and lighter fluid~~

20. Weapons, Firearms, and Dangerous Instruments

20.1. Prohibited Weapons and Weapon-Like Devices

Passengers shall comply with all applicable federal, state, and local laws concerning weapons, firearms, ammunition, explosives, and dangerous instruments.

Except when possession or transportation is expressly authorized or protected by applicable law, passengers may not possess, carry, transport, display, brandish, or use a prohibited weapon or an item that reasonably appears to be a weapon aboard an El Dorado Transit vehicle or on El Dorado Transit property.

Prohibited items include, but are not limited to:

- firearms, including handguns, pistols, revolvers, rifles, and shotguns;
- loaded or unloaded firearms, except where possession or transportation is expressly authorized or protected by applicable law;
- imitation, replica, realistic-looking, or toy firearms;
- BB guns, pellet guns, air guns, air rifles, CO2-powered guns, and spring-powered guns;
- airsoft guns;
- paintball guns and marker guns;
- gel blasters, gel-ball guns, Orbeezy-style blasters, and similar projectile-launching devices that resemble or function as weapons;
- starter pistols and similar devices that reasonably appear to be firearms;
- replica or imitation explosive devices or grenades;
- unauthorized tear-gas weapons;
- knives and other bladed weapons or instruments when prohibited by applicable federal, state, or local law;
- any knife with a blade in excess of four (4) inches where the blade is fixed or capable of being fixed in an unguarded position, except where possession or transportation is expressly authorized or protected by applicable law;
- switchblades, automatic-opening knives, gravity knives, daggers, dirks, and other knives or bladed weapons or instruments when their possession, carrying, or transportation is prohibited by applicable law;
- concealed knives, daggers, dirks, or other bladed weapons or instruments when carried in a manner prohibited by applicable law;
- undetectable knives, firearms, or other undetectable weapons;
- explosives and explosive devices; and
- any other object designed, modified, carried, displayed, or used as a weapon in a manner that presents a threat to passengers, employees, contractors, volunteers, or the public.

A prohibited item does not become permissible because it is unloaded, inoperable, a toy, replica, imitation, brightly colored, equipped with an orange tip, stored or concealed in a bag or container, or otherwise represented as incapable of causing injury, unless its possession or transportation is expressly authorized or protected by applicable law.

20.2. Threatening, Intimidating, or Unsafe Use

Regardless of whether possession of a firearm, knife, weapon, or other object may otherwise be lawful, passengers may not display, brandish, point, discharge, threaten to use, or use any weapon or object in a manner that jeopardizes safety, interferes with transit operations, intimidates another person, causes a reasonable fear of bodily injury, or threatens passengers, employees, contractors, volunteers, or the public.

Passengers may not use or threaten to use any object as a weapon, regardless of

whether the object was originally designed as a weapon.

Violation of this section may result in immediate denial of boarding or removal when safe to do so, suspension or termination of riding privileges, and referral to law enforcement.

20.3. Exceptions Required by Law

Nothing in this section prohibits possession or transportation by peace officers or other persons whose possession or transportation of an otherwise prohibited item is expressly authorized or protected by applicable federal or state law.

II. Suspension of Service

El Dorado Transit understands passengers rely on our transit services for transportation throughout the community. However, violation of this Passenger Code of Conduct may result in a warning, denial of boarding, removal from a vehicle or transit property when safe to do so, suspension of riding privileges, termination of service, or referral to law enforcement, depending on the nature, severity, and frequency of the violation.

Passengers may be provided an opportunity to correct Code violations as determined by Transit. Transit reserves the right to enforce this Code and determine the consequences of any violation at Transit's sole discretion, subject to applicable law. passengers must behave appropriately and respectfully when aboard a transit vehicle and on transit facility property. El Dorado Transit Staff may issue verbal warnings to any passenger, reminding them of the expected behavior and requesting compliance before an unacceptable behavior is elevated to revoking transportation privileges.

Suspension of privileges to use any El Dorado Transit facilities or services may be enforced by law enforcement in the event an individual is unwilling or unable to comply with these El Dorado Transit service policies and El Dorado Staff requirements. If a suspended passenger is asked to leave any El Dorado Transit facility or vehicle and refuses or insists on trying to board a vehicle after being refused service, may be subject to citation or arrest and possible prosecution. Suspension will increase in severity with repeated violations and serious misconduct.

Some behaviors may constitute MAJOR INFRACTION and may increase suspension level up to the termination of privileges.

MAJOR INFRACTION behaviors may include, but are not limited to, the following:

- Threats or causing fear of physical assault or verbal abuse.
- Unlawful harassment, including unwelcome verbal or physical behavior having sexual or racial connotations.
- Damaging transit property.
- Violence of any kind.
- Possessing, displaying, brandishing, using, or threatening another person with a weapon or prohibited weapon-like device in violation of this Code.
- Knowingly bringing aboard or possessing an explosive device, replica explosive device, firearm, imitation firearm, BB gun, pellet gun, airsoft gun, gel blaster, or other prohibited weapon in violation of this Code.

- Assaulting, attempting to assault, threatening, intimidating, or intentionally interfering with an El Dorado Transit employee while the employee is performing their duties.
- Assaulting, attempting to assault, threatening, or intentionally causing another passenger or person to reasonably fear immediate bodily injury.

MAJOR INFRACTION behaviors may include, but are not limited to, the following:

- Threats or causing fear of physical assault or verbal abuse.
- Unlawful harassment, including unwelcome verbal or physical behavior having sexual or racial connotations.
- Damaging transit property.
- Violence of any kind.

Serious criminal or dangerous conduct involving violence, credible threats of bodily injury, prohibited weapons, significant property damage, or another immediate safety or security threat may result in law-enforcement referral and suspension or termination of riding privileges as authorized by this Code and applicable law. In extreme cases where the law has been violated, such as assault, vandalism or other criminal acts, a passenger may face legal charges and potential penalties as determined by the local authorities and/or may have their riding privileges terminated permanently by El Dorado Transit.

El Dorado Transit is not required to provide a verbal warning or an opportunity to correct conduct before taking immediate action when the person's actual conduct and circumstances present an immediate threat to the safety of passengers, employees, or the public. Serious safety violations and Major Infractions may result in immediate denial of service, removal from service when it is safe to do so, law-enforcement notification, suspension, or termination of riding privileges as authorized by this Code and applicable law.

Suspensions based solely on ADA complementary paratransit no-shows or late cancellations are governed by El Dorado Transit's applicable ADA paratransit no-show policy and federal requirements and are not subject to the progressive suspension levels in Sections 1.1 through 1.5 below.

1. Suspension Enforcement

1.1. Suspension Level 1

Except when immediate action is warranted because of a Major Infraction, serious safety violation, violence or threatened violence, direct threat, prohibited weapon, or other conduct requiring immediate action to protect passengers, employees, or the public, a passenger who violates this Code may be provided an opportunity to correct the violation.

Failure to comply after being directed by El Dorado Transit staff to correct the behavior may result in immediate denial of service. This type of infraction will typically result in suspension for the remainder of the day and will constitute the first violation of this Code.

An opportunity to correct the violation is not required when the conduct constitutes a Major Infraction, presents an immediate safety or security threat based on the person's actual conduct and circumstances, involves violence or threatened violence, involves a

prohibited weapon or weapon-like device, or otherwise requires immediate intervention to protect passengers, employees, or the public. Any person who is observed violating and/or refusing to comply with these El Dorado Transit Service Policies will be provided an opportunity to correct and modify their behavior. Failure to comply after asking for compliance by El Dorado Transit staff to cooperate may result in immediate denial of service. This type of infraction typically will result in suspension for the remainder of the day.

This will constitute the first violation of El Dorado Transit policies.

1.2. Suspension Level 2

A second violation of this Code may result in suspension of riding privileges for up to seven (7) calendar days. Any person who is observed a second time, violating and/or refusing to comply with El Dorado Transit Policies may be subject to suspension of service privileges for a period not to exceed seven (7) calendar days.

1.3. Suspension Level 3

A third violation of this Code, or a first Major Infraction, may result in suspension of riding privileges for not less than seven (7) and not more than thirty (30) calendar days. Any person who is observed a third time or 1st MAJOR INFRACTION of violating and/or refusing to comply with El Dorado Transit Policies may be subjected to a suspension of service privileges for a period of no less than seven (7) days and no more than thirty (30) days.

1.4. Suspension Level 4

A fourth violation of this Code, or a second Major Infraction, may result in suspension of riding privileges for not less than one hundred eighty (180) calendar days and not more than one (1) year. Any person who is observed a fourth time or 2nd MAJOR INFRACTION of violating and/or refusing to comply with El Dorado Transit policies may be subjected to a suspension of service privileges for a period of no less than 180 calendar days and no more than one (1) year.

1.5. Termination of Transit Services

Riding privileges may be permanently terminated for serious criminal or dangerous conduct involving violence, credible threats of bodily injury, prohibited weapons, significant property damage, or another immediate safety or security threat, or for repeated serious violations after prior suspensions.

Nothing in the progressive suspension process prevents El Dorado Transit from immediately denying service, contacting law enforcement, imposing a higher suspension level, or terminating riding privileges when warranted by the severity of the person's actual conduct and circumstances and authorized by applicable law. Any person engaging in criminal or dangerous behavior on transit vehicles or at El Dorado Transit facilities may have their services permanently terminated without the suspension enforcement process.

Termination of transit services may also be a result based on repetitive disruptive behavior after multiple suspensions.

1.6 Suspension of Animal

An animal that violates Section 3 of this Code may be denied boarding or required to be removed. Repeated or serious violations may result in suspension or termination of that animal's transportation privileges, using the suspension ranges in Sections 1.1 through 1.5 as guidance when appropriate.

Any restriction involving a service animal must be based on the animal's actual behavior and circumstances and must comply with applicable law.

Suspension or termination of a service animal's transportation privileges does not automatically suspend or terminate the passenger's riding privileges. When reasonably possible and safe, the passenger may continue or obtain transportation without the excluded animal unless the passenger's own conduct independently warrants denial, suspension, or termination under this Code. In the event the animal accompanying the passenger misbehaves, there is an appropriate process to follow.

The first occurrence will result in the animal being removed immediately from the vehicle and transit privileges suspended for the remainder of the day.

A second occurrence may result in a suspension of up to seven (7) calendar days,

A third occurrence, the Operations Manager or Safety Program Manager, at their discretion, may issue a suspension of service greater than seven (7) calendar days.

Passengers will be notified of the right to appeal against the decision as per the appeal process described in Section 4.

III. Notification of Suspension and Termination

For any suspension extending beyond the remainder of the day or any termination of riding privileges, El Dorado Transit will provide written notice when the passenger can reasonably be identified and contacted. The notice will identify the action taken, the reason for the action, the effective date and duration, if applicable, and the passenger's right to appeal. Notice will be provided in an accessible format when required by applicable law.

When a passenger's identity or contact information is unknown or unavailable, El Dorado Transit may be unable to provide written notice. El Dorado Transit Staff will make every attempt possible to notify a passenger of a suspension or termination of privileges in writing. Given the nature of public transit, and the anonymity of passengers, it can present a challenge in some circumstances when notifying passengers of their status.

IV. Appeal of Suspension and Termination of Services

A passenger may appeal a suspension or termination of riding privileges. Reasonable assistance or an alternative accessible method of submitting an appeal will be provided when required by applicable disability law. Appeals will be considered in the following order: All persons have a right to appeal against the suspension or termination of their riding privileges. The authority to

administer these actions is at the discretion of the Operations Manager or the Safety Program Manager. The process of appealing is in the following order:

Submitting an Appeal

A written appeal may be submitted by mail, personal delivery, or email to El Dorado Transit. The appeal must identify the passenger, the suspension or termination being appealed, and the person or body whom the appeal is being directed to.

1. Appeal to the Operations Manager or ~~Safety & Training Manager~~~~Safety Program Manager~~

A passenger may appeal a suspension or termination by submitting a written appeal to the Operations Manager or Safety & Training Manager within ten (10) calendar days of the date of the suspension or termination notice.

The appeal should state the reason the passenger believes the decision should be reconsidered and may include additional information supporting the appeal.

The Operations Manager or Safety & Training Manager will review the appeal and may uphold, reduce, modify, or reverse the suspension or termination. A written decision will be provided, when reasonably possible, within fourteen (14) calendar days after the appeal is received.~~An appeal of a suspension or termination of privileges must be submitted in writing to the Operation's Manager or the Safety Program Manager within ten (10) days of the date of suspension notification.~~

~~Appeals should present information supporting a reconsideration of the decision leading to the action and identify other parties and/or information that would support the individual's case. Based on the review of the appeal, and any added information submitted, the Executive Director may reverse or reduce the original suspension. The Operations Manager the Safety Program Manager will respond, if possible, in writing within fourteen (14) days from the date the appeal was received.~~

2. Appeal to the Executive Director

A passenger who wishes to appeal the decision of the Operations Manager or Safety & Training Manager may submit a written appeal to the Executive Director within ten (10) calendar days of the date of the first-level appeal decision.

The Executive Director will review the appeal and may uphold, reduce, modify, or reverse the suspension or termination. The Executive Director's decision will be provided in writing.~~If the person wishes to appeal the Operations Manager's or Safety Program Manager's decision, the person may appeal to the Executive Director. The appeal must be submitted in writing to the El Dorado Transit office within ten (10) days of the notification of the Operations Manager's decision.~~

3. Appeal to the El Dorado Transit Board of Directors

A passenger who wishes to appeal the Executive Director's decision may submit a written appeal to the Board of Directors within ten (10) calendar days of the date of the Executive Director's decision.

The appeal will be considered at the next regularly scheduled Board meeting at which the matter may lawfully and reasonably be heard. The Board may uphold, reduce, modify, or reverse the suspension or termination. The Board's decision will be provided to the passenger in writing and will be final.~~If a person wishes to appeal the decision of the Executive Director, the appeal must be in writing and submitted to the Board of Directors within ten (10) days of the Executive Director's decision and will be heard next regularly scheduled meeting. Their decision will be provided to the individual in writing with the reasons for the decision within thirty (30) calendar days of such a hearing. The Board's decision shall be final.~~