

Mid-Ohio Valley Transit Authority

Code of Conduct for Passengers



Passengers may be refused service and undergo progressive disciplinary action to include suspension (up to and including permanently) from riding Mid- Ohio Valley Transit Authority (MOVTA), due to disorderly conduct. The following actions will be considered to be displays of disorderly conduct. This list is not all inclusive, but should serve as a guide toward understanding the types of actions/behaviors which will result in one's being denied transport, causing the need for progressive disciplinary action, and may lead to subsequent suspension from MOVTA:

- Smoking on a MOVTA vehicle including electronic devices
- Consuming alcoholic beverages or transporting open alcoholic containers
- Displaying obvious signs of alcohol consumption prior to boarding on a MOVTA vehicle
- Using illegal drugs or displaying recent use of such drugs that is obviously detected by smell on person or clothing
- Refusing to pay the fare upon entering the vehicle
- Passengers are not permitted to stand forward of the yellow line
- Refusal to allow the wheelchair and/or other assistive mobility device to be secured
- Presenting dangerous/hazardous/disruptive behavior to the driver or other passengers (this can include any loud, raucous, unruly, harmful, harassing, or other related behaviors)
- Possessing/carrying, exhibiting, displaying or drawing any firearm or a deadly weapon (to include, but not limited to, dagger, sword, knife or other cutting/stabbing instrument, club or any other weapon apparently capable of producing bodily harm) in a manner, under circumstances, and at a time and place that manifests an intent to intimidate another or that warrants alarm for the safety of other persons
- Violation of any federal, or state civil and criminal law
- Extending any object or portion of one's body through the door or window of a MOVTA vehicle while it is in motion
- Spitting at, in or on the property of MOVTA, a MOVTA driver or passenger
- Destroying, defacing, or otherwise damaging the property of MOVTA
- Displaying any sexually harassing behavior toward the MOVTA driver and or any other passengers (this includes the use of explicit language/dialogue, display of sexually graphic materials or any other sexually harassing behaviors)

- Conducting any act which tends to create or incite, or actually creates/incites, an immediate breach of peace. This includes, but is not limited to fighting, pushing, hitting, dangerous horseplay, use of foul/obscene/racist/sexually explicit language or discussion, noisy or boisterous conduct, threats of any sort or any other dangerous actions or actions likely to provoke a violent reaction, fear, anger, or apprehension.
- Throwing any object at MOVTA property, MOVTA drivers or any passenger

Prohibited Items on the Bus:

- Automotive type batteries, or other batteries of this type
- Items containing flammable fuel
- Propane tanks, fuel containers containing fuel or had previously contained fuel, explosive material, etc.
- Hazardous or dangerous materials or devices
- Items that are excessively large that obstruct the aisle, other passengers or take up another seat
- Roller skates, rollerblades and shoes with cleats cannot be worn on the bus. Passengers may hand carry these items on board
- Baby strollers, shopping carts, and other items must be kept out of aisles
- No ski or costume masks
- Items which number more than each passenger can carry

Procedures for Disciplining Passengers

- Driver shall notify a supervisor when any transported passenger has proven to be a problem, so the date, nature of problem and what was done can be tracked
- If a passenger has been reprimanded three times in one year, a Route Supervisor will contact the passenger to discuss their disruptive behavior patterns. If the inappropriate behavior persists, the passenger may have his/her rights to transportation services suspended for the remainder of the year, to the extent feasible
- The passenger to be excluded from the vehicle shall be notified by MOVTA in writing, referencing the dates and nature of the problem

- An excluded passenger shall be re-admitted to the vehicle only after the General Manager, or a designated representative, notifies the drivers that the passenger may be re-admitted.

Progressive Disciplinary Process:

- The first violation will result in a written warning
- The second violation will result in a suspension from riding MOVTA for a 30-day period (retro-active to the date of the incident)
- The third violation will result in a suspension from riding MOVTA for a 60-day period (retro-active to the date of the incident)
- The fourth violation will result in permanent disbarment from riding MOVTA
- Based upon the severity of the conduct/behavior of the passenger, MOVTA reserves the right to shorten the progressive disciplinary process at any point in time, allowing for the ability to proceed directly to the fourth step in the process (permanently suspending a passenger from use of the MOVTA). Determination for such an action will be based upon a review of the facts and a decision by the General Manager. **(Please note that an assault, whether verbal or physical, on any transit employee including contractors of MOVTA will result in immediate and permanent suspension of riding privileges.)**
- The passenger will be notified by MOVTA in writing within seven days of any disciplinary action. The letter will state the reasons for and duration of the suspension, and it will also include a copy of the appeal process. In the event of the General Manager's absence, the letter can be prepared by a designated representative.

Passengers should address an appeal in the following manner:

- The appeal process may be utilized by any passenger who wishes to appeal a decision of suspension. The General Manager will serve as the body addressing all passenger appeals
- The passenger must request a hearing in writing within ten (10) days of the written notice of suspension from MOVTA. Hearing requests must be mailed or faxed to the attention of the General Manager, 520 Juliana Street, Parkersburg WV, 26101. Fax- (304)422-3200.
- A Route Supervisor will inform the passenger of the hearing date, place, and time in writing, at least 2 weeks before the hearing date
- The passenger may bring one or more witnesses to the hearing, if desired
- Decisions must be presented in writing to the passenger on behalf of MOVTA within seven (7) days of the hearing.