



Agenda Item No. 3

To: Rules, Policy and Industrial Relations Committee/Committee of the Whole  
Meeting of November 13, 2009

From: Kellee J. Hopper, Marketing and Communications Director  
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Subject: **APPROVE AN AMENDMENT TO SECTION III.A. OF THE 2009  
MASTER ORDINANCE RELATIVE TO THE ESTABLISHMENT AND  
ENFORCEMENT OF A PASSENGER CODE OF CONDUCT**

### **Recommendation**

The Rules, Policy and Industrial Relations Committee recommends that the Board of Directors approve an amendment to Section III.A. of the 2009 Master Ordinance relative to the establishment and enforcement of a Passenger Code of Conduct, as outlined in the proposed Section III.A. of 2009 Master Ordinance attached hereto.

### **Summary**

Proper passenger behavior on Golden Gate Transit and Golden Gate Ferry is essential for providing quality service and ensuring safety for all transit customers. Given the District's ongoing commitment to security of the traveling public and its employees, a comprehensive Passenger Code of Conduct has been developed by staff for inclusion in the Master Ordinance. This Code was developed to better communicate the rights and expectations of passengers, as well as to clarify ways passengers can communicate with the District in the event of an incident.

In coordination with input from staff, the District's three Passenger Advisory Committees, community stakeholders and a review of Code of Conduct samples from other transit agencies, a Passenger Code of Conduct was developed to address several key areas, including proper use of the transit system, interference with safe operation of equipment, smoking, weapons and vandalism. The Passenger Code of Conduct also outlines enforcement measures for noncompliance and the District's Title VI commitment to non-discrimination.

The Passenger Code of Conduct program has four major components: (1) Section III.A. of the Master Ordinance; (2) "No Assault" signage; (3) "How To Comment;" and, (4) a "We're In This Together" courtesy campaign.

Section III.A. of the Master Ordinance includes language outlining prohibited activities, expectations of passenger conduct and rules for using the system. The “No Assault” signage is a reminder to those using the transit system of the District’s commitment to maintain a safe environment for employees and customers. The “How to Comment” component includes enhanced onboard signage as well as the development and circulation of a bilingual self-addressed, self-stamped comment card available to customers. Finally, the courtesy campaign is a printed component of the program that will be displayed onboard vehicles, at key transit stops and included in customer materials, such as the Transit Guide, the Golden Gate Gazette and a printed educational brochure targeted at school-aged children and youths. A visual presentation of these components will be made at the Committee meeting.

**Fiscal Impact**

There is no fiscal impact associated with this change. Expenses for the new signage and posters associated with this program are available within the existing Marketing and Communications Department budget.

Attachment: Proposed Section III.A. of the 2009 Master Ordinance

**AMEND THE MASTER ORDINANCE, AS FOLLOWS (BOLDED SECTIONS):**

III. **GOLDEN GATE TRANSIT - BUS AND FERRY SYSTEMS**

A. **GENERAL RULES**

The following General Rules are hereby established for the use of the District bus and ferry systems, which are generally referred to as the District's Passenger Code of Conduct. The General Manager may exercise discretion to issue supplemental directives, guidelines and procedures to implement the Passenger Code of Conduct, consistent with State law and this Ordinance.

1. **USE OF THE TRANSIT SYSTEM. All persons on or in any facility or conveyance of Golden Gate Transit or Golden Gate Ferry shall:**
  - a. **Comply with all laws applicable to use of public transit systems, and shall obey lawful orders and directives of any police officer or Golden Gate Transit or Golden Gate Ferry employee or authorized representatives acting within the scope of his or her employment;**
  - b. **Obey any instructions on notices or signs duly posted on any Golden Gate Transit or Golden Gate Ferry facility or conveyance; and,**
  - c. **Provide accurate, complete and true information or documents requested by police officers or authorized District personnel.**
  
2. **PAYMENT OF FARE AND ACCESS TO GOLDEN GATE TRANSIT OR GOLDEN GATE FERRY FACILITIES**
  - a. **No person shall use or enter upon Golden Gate Transit or Golden Gate Ferry facilities or vehicle, without the payment of the applicable fare, or tender of other valid fare media, used in accordance with conditions and restrictions imposed by the District;**
  - b. **Except for employees of the District acting within the scope of their employment or other expressly authorized agents, no person shall sell, provide, copy, reproduce or produce, or create any version of any fare media;**
  - c. **No person shall put or attempt to put any paper, article, instrument or item other than fare media accepted by the District and valid for the place, time and manner in which used into any farebox, pass reader or other fare collection instrument, receptacle, device, machine or location; and,**

d. Fare media that have been forged, counterfeited, imitated, altered or improperly transferred or that have been used in a manner inconsistent with the rules regarding the use of fare media shall be confiscated.

3. **PRIORITY SEATING FOR PERSONS WITH DISABILITIES AND SENIORS; WHEELCHAIRS.** As part of the Americans with Disabilities Act, the District is required to make priority seating available for people with disabilities and senior citizens. District passengers are requested to yield priority seating and locations designated for use by persons using wheelchairs to persons with disabilities, persons using wheelchairs, and senior citizens.

Passengers aboard buses equipped with wheelchair lift devices shall not conduct themselves in a manner which will impede the operation of such lifts, impede the securing of wheelchairs in the tie-down devices located on such buses or impede the exit of passengers using wheelchairs.

4. **ANIMALS ON TRANSIT FACILITIES.** Animals are prohibited on District buses and ferries, with the exception of service animals, such as guide dogs, signal dogs and service dogs (as defined in Section 54.1 of the California Civil Code or the regulations implementing the Americans with Disabilities Act of 1990), or animals that are hand-carried in an enclosed container. Similarly exempted from this subdivision are working dogs for law enforcement agencies, animals that are being trained as service animals and are accompanying persons with disabilities or animals that are being trained as service animals by a professional trainer. All service animals and animals being trained as service animals must be harnessed or leashed.

Designated Golden Gate Transit or Golden Gate Ferry personnel have the right to refuse admission to or eject any passenger accompanied by an animal, including a service animal, which in the opinion of the District personnel or authorized District representatives, poses a direct threat to the safety of other passengers.

5. **INTERFERENCE WITH SAFE OPERATIONS.** No person on or in any facility or conveyance of Golden Gate Transit or Golden Gate Ferry shall engage in the following:

a. Enter or attempt to enter into any area not open to the public, including but not limited to the navigator's bridge, captain's wheelhouse, bus operator's seat location, station booths, closed-off areas, mechanical or equipment rooms, concession stands, storage areas, interior rooms, or any area marked with a sign restricting access or indicating a dangerous environment;

- b. **Occupy more than one seat on a conveyance when to do so would interfere or tend to interfere with the operation of Golden Gate Transit or Golden Gate Ferry;**
  - c. **Block any aisles or emergency exits;**
  - d. **Threaten, harass or intimidate any District personnel or any District customer; and,**
  - e. **Interfere with the safe operation of a vehicle or vessel, including distracting or touching the operator or operator's controls while the vehicle or vessel is in motion.**
6. **NO SMOKING.** No person shall smoke or carry an open flame or lighted cigar, cigarette or pipe on any District vehicle or vessel, including ferries, and/or in District bus or ferry terminals.
7. **NO WEAPONS OR OTHER DANGEROUS INSTRUMENTS.** No weapon, explosive or other highly combustible material or radioactive material, dangerous instrument, or any other item intended for use as a weapon may be carried in or on any District facility or conveyance. This provision does not apply to law enforcement personnel and persons to whom a license for such weapon has been duly issued and is in force (provided in the latter case the weapon is concealed from view). For the purposes hereof, a weapon or dangerous instrument shall include, but not be limited to, a firearm, switchblade knife, gravity knife, box cutter, straight razor or razor blades that are not wrapped or enclosed in a protective covering, sword, shotgun or rifle.
8. **PROPERTY AND EQUIPMENT.** No person shall destroy, mark, soil, paint, draw, inscribe, write, spray paint or place graffiti or scratchitti upon, or remove, injure or tamper with any facility, conveyance, sign, advertisement, notice or other property of the District. No person shall litter or dump garbage or other matter, or create a public nuisance, hazard or unsanitary condition on any District facility or conveyance.
- No person shall post, distribute or display any sign, poster, notice, advertisement or other printed or written matter in or on any facility or conveyance without the permission of the District.
9. **SAN FRANCISCO BUS PASSENGERS.** No local passengers will be carried within the City and County of San Francisco, except those originating at or those whose destination is the bus stop nearest to the Golden Gate Bridge Toll Plaza or the bus stop nearest to the Lombard Gate of the Presidio.

10. **NO DOCKING.** No person shall stop, park, dock, land or secure any vessel, boat, craft, or other water-related vehicle, whether attended or unattended, on alongside or near the District's ferry landings, docks, or floats, except in compliance with directions of the District.
11. **NO VESSEL OPERATIONS AT LARKSPUR FERRY TERMINAL.** No vessel, boat, craft or other water-oriented vehicle shall be operated or navigated within the Larkspur Ferry Terminal harbor area to the westward of Channel Marker No. 20, without the express permission of the District.
12. **LARKSPUR CHANNEL.** All vessels, boats, craft and other water-oriented vehicles when proceeding along the course of the Larkspur Ferry Terminal main channel shall keep to the south side of said channel and within the area designated for small boats.
13. **NO VEHICLES ON DISTRICT FERRIES.** Gasoline-powered vehicles are prohibited aboard District ferries.
14. **ENFORCEMENT.** All suspected criminal activity will immediately be reported to the local police and/or other appropriate law enforcement authorities. Noncompliance with any of the rules stated herein may result in criminal prosecution, civil action or ejection from Golden Gate Transit and/or Golden Gate Ferry facilities and conveyances.
15. **TITLE VI OF THE CIVIL RIGHTS ACT.** The Golden Gate Bridge, Highway & Transportation District is committed to ensuring that no person shall, on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit services delivery. Any person who believes they have been discriminated against may file a Title VI complaint. For more information, please call Customer Relations at 415/455-2000 or visit [www.goldengate.org/contact](http://www.goldengate.org/contact) to obtain a Title VI complaint form.