



PROUDLY MANAGED BY



HENDRICKSON TRANSPORTATION GROUP

CODE OF CONDUCT POLICY

1. PURPOSE

LATS has established this policy to promote the safety of its customers, employees and the public, to facilitate the proper use of LATS facilities and properties, LATS transit vehicles, and LATS services, to protect customers, the public, LATS facilities and properties, LATS employees, and the City of Lawton Oklahoma employees, to assure the payment of fares, and to ensure that LATS transit vehicles and LATS facilities and properties are safe, welcoming, and provide equitable access to the public and customers.

This policy defines the basis for customer exclusion/suspension and appeals; for more information about the procedures involved, contact 580-248-5252 or visit **www.ridelats.com**.

2. SCOPE

- 1.1** This policy applies to LATS customers and any other individuals in, at, or on any LATS transit vehicle, facility, and/or property.
- 1.2** surveillance: the enforcement of LATS rules, policies, and regulations, LATS transit vehicles and LATS facilities and properties are under video and audio surveillance; footage may be used to investigate any report of rule violation or illegal activity.
- 1.3** This policy may be enforced by LATS management.

3. POLICY

The following Rules for Riding are not all-inclusive but are meant to provide a basic outline of appropriate conduct while using LATS services. The full list of violations that may result in an individual's removal, suspension, or exclusion from LATS services, transit vehicles, facilities, and/or properties can be found in section **4.2** of this document.

- 1. Valid fare is required.
- 2. Appropriate clothing and shoes are required.
 - Except as allowed under the ADA.
- 3. Follow all Bus Operator instructions.
 - Follow instructions from all LATS representatives.
- 4. Be respectful. No profanity, threats, or violence.

- Don't harass the operator or other customers. This includes the use of profanity, physical violence, and/or intimidation.
- 5. Be courteous.
 - Allow seniors and those with disabilities to use the priority seating area, use earphones when listening to media, and keep conversations and other noises at a level that does not disturb other customers or the operator.
- 6. Food must be in a sealed container; drinks must have lids.
 - No alcohol.
- 7. No smoking, vaping, or use of marijuana.
 - Within 25 feet of LATS vehicles, facilities, or properties.
- 8. Stay behind the yellow line and keep your feet on the floor.
 - Minimize conversation with the operator.
 - Keep hands, arms, and legs inside the vehicle in motion.
- 9. Service animals must be under the control of their owner.
 - Limit one per customer
 - Service Animals must always be under the control.
 - Customer is responsible for damages cause by their service animal.
 - LATS may refuse transport to any animal that is posing a threat to health or safety, is creating a disruptive atmosphere, or is not under control.
- 10. Strollers and unoccupied wheelchairs/scooters must be folded prior boarding. Children must be removed from strollers.
- 11. Do not block aisles or exits.
- 12. No illegal activity.
- 13. No panhandling, loitering, canvassing, selling, or soliciting.
- 14. No unattended children under 7 years of age.
 - Children under 7 must be accompanied by a guardian 12 years if age or older.
- 15. LATS is not responsible for lost or stolen items.

4.1 Expectations of appropriate conduct at and/or in all LATS facilities, properties, and transit vehicles are not all-inclusive.

Continuous or repeated violation of rules or dismissing the instructions of a LATS representatives may result in an individual being suspended or excluded from LATS service, transit vehicles, facilities, and properties.

4.2 Violations and Levels of Suspension: all violations can carry a higher level of suspension or exclusion depending on severity of the violation and/ or if the violation is repeated.

4.2.1 Level 1 Violations may carry suspension period of 1-30 days, and included, but are not limited to:

- Refusal to pay fare or present valid, unexpired pass.
- Smoking or the use of any tobacco or marijuana product in or within 25 feet of LATS transit vehicles, facilities, or properties.
- Standing in front of the yellow standee line while a LATS transit vehicle is moving with prior warnings.
- Intentionally spitting, vomiting, urinating, or defecating in or on a LATS transit vehicle, facility, or property (except in public restrooms facilities)
- Hanging or swinging from stanchions or placing feet or shoes on seats, walls, or furnishings in or at any LATS transit vehicle, facility, or property.
- Hanging hands, arms, legs outside of a LATS transit vehicle.
- Carrying an open or glass beverage container onto a LATS transit vehicle. All beverages must be in a sealed/resealable container.
- Panhandling, loitering, canvassing, selling, soliciting, or distributing any unauthorized material at or in LATS transit vehicles, facilities, or properties.
- Failure to clean up after your service animal when requested by LATS rep.
- Being obviously inebriated or under the influence of narcotics while in or on any LATS transit vehicle, facility, and/or property.

4.2.2 Level 2 Violations may carry a suspension period of 31-90 days, and include, but are not limited to:

- Purposefully distracting the operator of any LATS transit vehicle while he/she is performing his/her duties as an operator.
- Opening any emergency exit on a LATS transit vehicle or at any LATS facility or property when there is no emergency.
- Incident, profane, boisterous, unreasonably loud, or otherwise disorderly conduct, which causes or provokes a disturbance.
- Boarding with or refusing to remove a service animal that is out of control posing a threat to LATS customer or employees.

- Refusal to allow operator to secure mobility device, or refusal to use appropriate safety restraints (seatbelts are required on Para and Fort Sill Shuttle)
- Profane and/or vulgar language directed toward any LATS employee or representative.

4.2.3 Level 3 Violations may carry a suspension period of 91-180 days, and include, but are not limited to:

- Any unsafe conduct that interferes with or disrupts the safe operation of LATS transit vehicles or diminishes safety nor security at any LATS facility or property.
- Use of counterfeit or stolen money, LATS ID, or the unauthorized resale of LATS fare or passes.
- Any action that may create or provoke a reaction of fear or violence, including harassment, physical violence, intimidation, or threatening behavior toward customers or LATS employees this includes but is not limited to electronic forms of communication that may be deemed as derogatory, offensive, insulting, or discriminating towards Lats employees or customers.
- Violation of any municipal criminal law while in or on LATS transit vehicles, facilities, and/or properties.
- Refusal to leave after having been asked to do so by a LATS employee or LPD.

4.2.4 Level 4 Violations may carry a suspension period of 181-364 days, and include, but are not limited to:

- Possession, while in or on any LATS transit vehicle, facility, or property, of any flammable liquid, explosive material, acid, toxic or poisonous substance, biohazardous material, or any vessel containing these or any other materials likely to cause harm to customers, the public, LATS employees, transit vehicles, facilities, and/or properties.
- Possession, while in or on any LATS transit vehicle, facility, or property, of any lawn or yard equipment, sheet glass or other sharp object, fishing rod with exposed hook or lure, or any other item likely to cause harm to customers, the public, LATS employees, transit vehicles, facilities, and/or properties.
- Drinking or possessing open containers of alcoholic beverages while in or on any LATS transit vehicle, facilities, and/or property.
- Falsely claiming to be eligible for free or reduced fare or obtaining any LATS ID or pass by making false statements.
- Violation of any state criminal law while in or on LATS transit vehicles, facilities, and/or properties.

4.2.5 Level 5 Violations may carry a suspension period 365 or more days, and include, but are not limited to:

- Defacing, destroying, or otherwise vandalizing any LATS transit vehicle, facility, or and/or property.
- Assault, battery, or threat toward any customer or employee of LATS while in or on any LATS transit vehicles, facility, and/or property.
- Manufacturing, selling, distributing, or possessing with the intent to sell, distribute, or manufacture any controlled substance while on in any LATS transit vehicle, facility, and/or property.
- Violation of any federal criminal law while in or on LATS transit vehicles, facilities, and/or property.
- Engaging in or soliciting sexual activity on or in any LATS transit vehicle, facility, and/or property.
- Indecent exposure while on or in LATS transit vehicle, facility, and/or property.
- Lighting a lighter, match, torch, or carrying a lit cigarette, cigar, or other smoke-producing material while in or on any LATS transit vehicle, facility, and/or property.
- Unholstering a firearm in or on any LATS transit vehicle, facility, and/or property.

Appeal Procedures

4.3.1 Any appeal by or on behalf of the individual subject to the exclusion/suspension order shall be submitted to the LATS Management within (15) calendar days after receipt of the Notice of Exclusion of Suspension, or the commencement of the individual's ejection, whichever is earlier. The Transit Exclusion Appeals Board consists of LATS management and individuals appointed by LATS management.

4.3.2 Appeals can be made by mail to LATS Lawton Area Transit System P.O. Box 286 Lawton, OK 73502 or reach out to our main office 580-248- 5252. The appeal must be specific regarding the alleged facts surrounding the incident, the grounds for the appeal, and the address and telephone number, if any, where the individual may be reached. Requests to modify or alter the exclusion/suspension, or any request for temporary LATS service pending an appeal, must include a stated request for temporary service and indication of any special needs the customers may have.

4.3.3 LATS will review the appeal. Requests for temporary LATS service will be reviewed by LATS management. Decisions will be made within thirty (30) calendar days of receipt of the appeal request. At that time LATS shall issue a

final written decision stating the reasons for any determination to affirm, reinstate, reverse, reconsider, or modify the exclusion/suspension order. All appeal results are final.