



# SamTrans Rider Code of Conduct

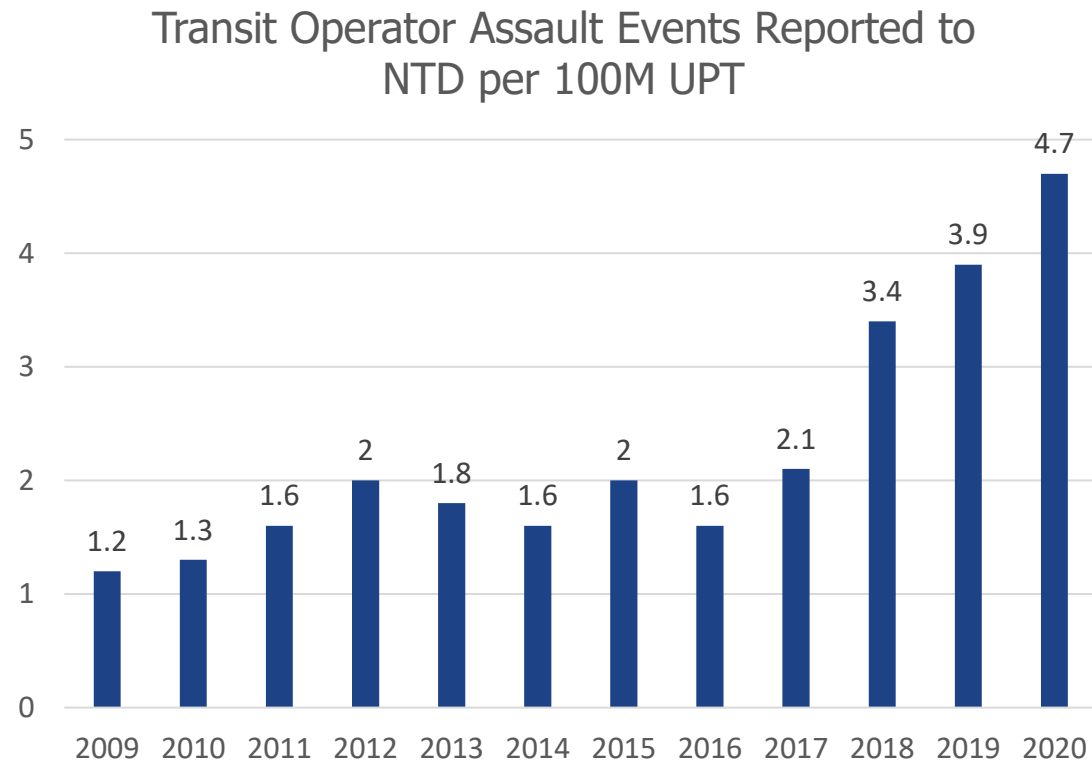


Citizens Advisory Committee  
February 28, 2024

# Project Background

Addressing Transit Worker Safety & Bus Operator Assaults

# Addressing Transit Worker Safety



- Nationwide, there is a significant increase in bus operator assaults in the transit industry.
- Operator assaults are a **security and safety concern**.
- Reports to the National Transit Database (NTD): average of **174 operator assault major incidents** per year (4x increase since 2009).
- SamTrans incidents are not as high, but we want to **prevent incidents**.

# Examples of Operator Assault

National Transit Database (NTD): *"an unlawful attack by one person upon another"*

## Verbal Assaults

- Tend to occur **more frequently**, but do not result in physical harm
- More likely, less severe
- Examples:
  - Threats
  - Harassment
  - Intimidation

## Physical Assaults

- Tend to occur **less frequently**, but typically pose greater danger to operators and passengers
- Less likely, more severe
- Examples:
  - Spitting or coughing deliberately on the operator
  - Striking (or attempting to strike) the operator with hands, feet, body, or an object
  - Using or raising weapons against the operator

# What is a Rider Code of Conduct?

A set of guidelines outlining the rules, expectations, and appropriate conduct on board SamTrans vehicles



Creates a safe environment that promotes civil and respectful interaction for all



Informs the public of SamTrans' expectations of riders while using its service



Many transit agencies across the Bay Area, California, and nation also have an official rider code of conduct, or "rules" to use their service

# Project Objectives & Deliverables

Bus Transportation | Office of Civil Rights | Safety & Security



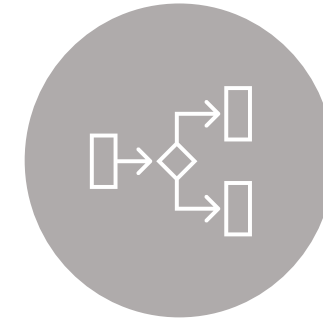
## SamTrans Rider Code of Conduct

Set agency standard of providing a safe transit environment for all passengers and bus operators



## New Ad Cards

Replace current ad cards addressing bus operator assault on all vehicles



## Standard Operating Procedure (SOP)

Report and track incidents of operator assaults

# Project Timeline and Milestones



A photograph of three men on a bus platform. The man on the left is wearing a dark blue jacket and a light blue shirt. The man in the center is wearing a dark jacket and glasses, and is smiling. The man on the right is wearing a dark jacket, a dark beanie, and a white shirt, and is pointing towards the camera. The background shows the interior of a bus and the platform structure.

# SamTrans Rider Code of Conduct

Guidelines and Enforcement



# SamTrans Rider Code of Conduct



## 1 NO HARASSMENT

Harassment against SamTrans bus operators or passengers is not tolerated on the bus, and at stations. This includes physical harm, intimidation, verbal threats, name-calling, and sexual harassment.

## 2 OPERATOR DISTRACTION

Avoid disruptive conduct, unnecessary conversation, and close contact with SamTrans bus operators. Let drivers focus on the road.

## 3 NO DISCRIMINATION

Passengers are prohibited from engaging in disruptive conduct toward any other passenger or SamTrans employee based on their race, color, national origin, religion, marital status, sex, sexual orientation, gender identity, pregnancy, ancestry, age, military status, disability, genetic information, or any other protected status.

# SamTrans Rider Code of Conduct



## 4 FARE PAYMENT

Paying the correct fare is required to ride the bus.

## 5 NO SEXUAL HARASSMENT

Sexual harassment, sexual conduct, and indecent exposure towards a fellow passenger or SamTrans employee are strictly prohibited.

## 6 NO PHYSICAL ASSAULT

Fighting, pushing, unwanted physical contact, spitting, throwing objects, vulgar language, yelling, shouting, and excessive noise are prohibited on buses, and at bus stops and stations.

# SamTrans Rider Code of Conduct



## 7 EMERGENCY EXITS

Opening or tampering with emergency windows and doors is prohibited, except during an emergency.

## 8 PROHIBITED SUBSTANCES

The use of alcohol, marijuana, tobacco, e-cigarettes, vaporizers, and illegal drugs, is prohibited on buses, and at bus stops and stations. Open containers of alcohol are not allowed on buses.

## 9 CLEAR ENTRYWAYS

For safety reasons, congregating or loitering on a bus near the doorways and aisles or at a bus stop in a way that blocks entry and exit to a bus, or intentionally delaying a bus is prohibited.

# SamTrans Rider Code of Conduct



## 10 NO WEAPONS

Weapons, firearms, and containers including flammable materials are not allowed on board the bus.

## 11 SAFETY INSTRUCTIONS

Riders must always comply with the instructions of the bus operator regarding the vehicle's operation and matters of safety to avoid an accident.

## 12 RESPECT OTHERS

Please be respectful and attentive of others. If you see something, say something.

## RESPONSE TO VIOLATIONS

Operators ➡ Radio Control ➡ First Responders

## EJECTION & EXCLUSION

Violators of the Code of Conduct may be immediately removed from the vehicle by an authorized SamTrans representative.

Violators may further be excluded from using the system indefinitely. Exclusions are sought by the office of SamTrans General Counsel.

## LIMITATIONS

The Code of Conduct does not seek to limit, replace, or conflict with any federal, state, or local law.

# Code of Conduct Enforcement



# Next Steps

## **Bus Operations SOP**

Reporting, tracking, and monitoring of future incidents

## **Code of Conduct**

Post to SamTrans website and print take-ones for all buses

## **New Ad Cards**

New design addressing operator assault prevention to launch in June – featuring SamTrans operators



# Thank You



Questions? Please email [louiem@samtrans.com](mailto:louiem@samtrans.com) with any questions.