

PVTA Passenger Code of Conduct

Table 1. Behaviors Punishable by Suspension		
Type of Conduct	Transit Vehicle	Transit Centers
Displaying or offering for sale, selling, or distributing goods or services.	Prohibited	Prohibited, except by written agreement
Distributing literature. [2]	Prohibited	Prohibited, except by written agreement
Posting or affixing leaflets or signs to transit property.	Prohibited	Prohibited
Transporting animals.	Prohibited, except in a secure carrier, or a service animal as defined in 49 CFR Section 37.3	Prohibited, except in a secure carrier, or a service animal as defined in 49 CFR Section 37.3
Skateboarding, roller skating, bicycle riding, or rollerblading in a system facility, vehicle, or parking structure [1]	Prohibited	Prohibited
Drinking beverages or eating.	Prohibited, except for passengers experiencing a medical emergency	Allowed
Selling, using, or possessing illegal drugs or containers of open alcohol. (MAJOR INFRACTION)	Prohibited	Prohibited
Willfully blocking the free movement of another person in or on PVTA property, including placing objects that block aisles, stairways or seats.	Prohibited, except at driver's discretion if space allows; strollers and shopping carts must be folded prior to boarding	N/A

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Loitering or storing personal property [3] .	Prohibited	Prohibited
Extending anything out windows or doors of moving bus.	Prohibited	N/A
Hanging off or swinging from bars or stanchions (except when standing-only conditions apply).	Prohibited	Prohibited
Smoking, chewing and other tobacco or marijuana use, including use of all e-cigarettes, vapors, or any other delivery devices.	Prohibited	Prohibited
Weapons including but not limited to, guns, knives, switchblades, bow and arrows. (MAJOR INFRACTION)	Prohibited, except for those lawfully licensed to carry pursuant to Massachusetts Law	Prohibited, except for those lawfully licensed to carry pursuant to Massachusetts Law
Using sound-producing equipment including inconsiderate cell phone use (use of headphones is permissible if others cannot hear the output).	Prohibited	Prohibited
Spitting, urinating or defecating; or creating unsanitary conditions through presence of blood, urine, feces, vomit, or other bodily fluids or obnoxious odors. (MAJOR INFRACTION)	Prohibited	Prohibited
Carrying an explosive or acid, flammable liquid, toxic or hazardous material in or on PVRTA property. (MAJOR INFRACTION)	Prohibited, except for respirators and portable oxygen supply as defined in 49 CFR Section 37.167	Prohibited, except for respirators and portable oxygen supply as defined in 49 CFR Section 37.167
Interfering with the provision of transportation services (i.e., failure to properly board or alight, blocking progress of transit vehicles, disturbing the driver, crossing the yellow line, improper use of priority seating, etc.).	Prohibited	Prohibited

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Willfully disturbing others in or on PVTA property by engaging in boisterous, unruly or threatening behavior. (MAJOR INFRACTION)	Prohibited	Prohibited
Defacing, destroying or otherwise vandalizing transit property including any technology, sign, notices or advertisements thereon. (MAJOR INFRACTION)	Prohibited	Prohibited
Throwing objects at PVTA property or at persons in or on transit property. (MAJOR INFRACTION)	Prohibited	Prohibited
Failure to pay the appropriate fare or present a valid pass, or failure to surrender an invalid pass if requested by an authorized PVTA employee, or sharing or reselling passes from one person to another. (MAJOR INFRACTION)	Prohibited	Prohibited
Misrepresenting oneself as eligible for reduced fare ^[4] . (MAJOR INFRACTION)	Prohibited	Prohibited
<p>Loitering, no person shall stand, hang around or loiter on or in any PVTA facility, bus shelter, bus stop or vehicle in any way that would prevent others from passing or attempting to pass or whose presence or demeanor could be considered to be threatening, harassing or intimidating.</p> <p>Those using the facility for a period of time greater than 15 minutes before or after a scheduled stop/pickup without a defined transit related purpose will be considered to be loitering</p> <p>Additionally, no person shall engage in any non-transit uses in any facility or vehicle. Non transit uses are noncommercial activities that are not directly related to the use of a facility or vehicle for transportation.</p>	Prohibited	Prohibited
Failure to follow reasonable direction from a PVTA employee.	Prohibited	Prohibited
Sexually, verbally, or physically harassing, intimidating, or threatening others: this includes, but is not limited to, behavior such as stalking, staring, or lurking with intent to annoy, offensive touching, obscene acts, and indecent exposure.	Prohibited	Prohibited

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<p>This also may include, but is not limited to, the use of obscene, abusive or racist language or gestures. Harassing behavior includes but is not limited to, behavior toward an individual that could be considered offensive based on their gender, gender identity, race, ethnicity, national origin, religion, marital status, sexual orientation, pregnancy, ancestry, age, military status, disability, genetic information or any other status protected by law. Sexual harassment is defined as any unwelcome conduct of a sexual nature directed at a person of the same or opposite sex. (MAJOR INFRACTION)</p>		
<p>Trespassing defined as any of the following: (1) entering PVTA property after oral or written notice that such entry is forbidden; (2) entering into an area closed to public by gate, fence, wall or other barrier; (3) remaining on PVTA property after receiving oral or written notice from any law enforcement officer or PVTA employee or contractor to depart or (4) entering into the paid area of any PVTA property without paying the required fare. (MAJOR INFRACTION)</p>	Prohibited	Prohibited

Table 2. Disciplinary Actions

Type	Disciplinary Action	Disciplinary Process
(1) 1st Infraction (Minor)	Immediate denial of service	Trip denied
(2) 2nd Infraction (Minor)	Same as (1), plus: possible suspension of service privileges for a period of not to exceed seven days	Petition Director of Transit Operations
(3) 3rd Infraction (Minor) or 1st Infraction (Major)	Same as (1), plus: suspension of service privileges for no less than seven days and no longer than 30 days [5]	Hearing by PVTA Administrator and/or designees

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(4) 4th or greater Infraction (Minor), 2nd or greater Infraction (Major), or criminal behavior	Same as (1), plus: suspension of service privileges for 180 calendar days	Hearing by PVTA Administrator and/or designees
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Table 3. Suspension Return Table		
Duration of Suspension / Type of Infraction	Required Notice to PVTA	Person to Notify at PVTA
3 months or less, minor infractions, or major with no violence or threat of violence	None	None
Greater than 3 months but not more than 6 months	Rider must notify PVTA in writing that they will be returning.*	Director of Transit Operations / Designee
Greater than 6 months or any duration if the infraction involves any criminal activity, violent or threatening actions	At least thirty days (30) prior to return riders must; <ul style="list-style-type: none"> • Document in writing* steps taken to prevent the behavior from recurring. [6] • Demonstrate a reasonable intention to follow the code of conduct. [6] • At the discretion of the Director of Transit Operations riders may be required to meet with the Director to discuss conditions for return. 	Director of Transit Operations / Designee
* Note: All notifications may be by mailed to:		

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PVTA Director of Transit Operations
2808 Main Street
Springfield MA 01107

-OR- use the [Website Contact Form](#) - Attention Paul Burns.

Foot Notes

[1] This paragraph does not apply to any activity that is necessary for utilization of the transit facility by a bicyclist, including but not limited to, an activity that is necessary for parking a bicycle or transporting a bicycle aboard a transit vehicle, if that activity is conducted with the permission of the PVTA in a manner that does not interfere with the safety of the bicyclist or other patrons of the transit facility.

[2] This paragraph shall not be interpreted to affect any lawful activities permitted for first amendment rights protected under the laws of this state or applicable federal law, including, but not limited to, laws related to collective bargaining, labor relations, or labor disputes.

[3] Loitering is defined as riding the same bus without a determined end destination or remaining on PVTA property for more than two successive hours.

[4] In the event that an eligible discount fare rider is not in possession of acceptable proof at the time of request, any suspension of service shall be postponed for a period of 72 hours to allow the user to produce acceptable proof to the Director of Operations or Customer Service Manager. If the proof is provided, the suspension shall be voided. If the proof is not produced within that time period, the suspension will be enforced.

[5] PVTA reserves the right to suspend a passenger for periods of time longer than those listed, up to and including permanently banning passengers from service, for any major infraction or repeated major infractions.

[6] Documentation / Demonstration may include documentation of accessing appropriate medical services, resuming medication, seeking counseling or other appropriate services that could reasonably be assumed to be effective.