

MTA CUSTOMER CODE OF CONDUCT SUMMARY

1. Loitering is prohibited.
2. Smoking, electronic smokeless devices and chewing tobacco products are prohibited.
3. No alcoholic beverages or open containers.
4. No unauthorized weapons, flammable liquids or explosive materials.
5. No private business sales allowed without express written consent of MTA management.
6. Riding of bicycles and skateboards is prohibited at MCC, including facility waiting room areas.
7. Interference with MTA vehicle operations or property is prohibited.
8. Non-service animals are not allowed on MTA property or vehicles unless in approved transfer cage.
9. Disorderly conduct is prohibited.
10. No sleeping, camping or storing of personal property on MTA property.



The MTA Code of Conduct, Item Number TCA-16-001, was approved by the MTA Board of Directors on June 22, 2017. A complete copy of the Code of Conduct is printed on the inside of this brochure.



The Nashville Metropolitan Transit Authority (MTA) is committed to the security and safety of the traveling public and its transit employees. Therefore, this MTA Customer Code of Conduct has been established and adopted by the MTA Board of Directors.

A complete list of our rules and regulations is available on our website or from Customer Care.

All local, state and federal laws will be enforced at this facility, including the Metropolitan Government's ordinance on panhandling and aggressive panhandling.

This policy applies to all MTA buses, bus stops and headquarters.

400 Charlotte Avenue
Nashville, TN 37219
615-862-5950
NashvilleMTA.org



CODE OF CONDUCT



EFFECTIVE June 22, 2017

For more information, please visit NashvilleMTA.org or call 615-862-5950.

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CODE OF CONDUCT

POLICY

The Nashville Metropolitan Transit Authority (MTA) is committed to the safety of the traveling public and its transit employees.

Every MTA patron is held to a high standard of conduct whether on a transit vehicle, at a transit stop such as Music City Central (“**MCC**”) or other bus stop or shelter, or on other properties or facilities under the control of MTA (“**MTA Property**”). All patrons must refrain from unacceptable behavior as set forth in this Code. Individuals who behave inappropriately on MTA Property may lose the privilege of using MTA services or MTA Property. Since safety and security are everyone’s responsibility, we encourage anyone who witnesses misconduct in or around MTA Property to report it to the MTA.

REQUIREMENTS & RESPONSIBILITIES OF ALL PASSENGERS

Any person violating federal, state, or local law on any MTA Property will be prosecuted and will be suspended from using MTA services. All individuals must cooperate with any MTA official, security officer, or police officer.

Fares: Anyone riding in an MTA vehicle is required to pay the proper fare or use a valid pass. For discounted fares/ passes, patrons will be required to show identification. Anyone in the MCC is required to have a ticket or fare in his or her possession and is required to board the next available bus on the passenger’s route.

No Panhandling: The Nashville Metropolitan Government’s ordinance on panhandling makes it unlawful for any person to engage in an act of panhandling when either the panhandler or the person being solicited is located in, on, or at any bus stop. MTA enforces Metro Nashville’s panhandling policy.

Boarding and Exiting Procedures: Upon boarding the bus, please use hand rails when walking to and from your seat, and be seated as soon as possible. Please remove children from strollers before boarding, and make sure that the stroller is folded and out of the aisle. Once you have requested a stop, remain seated until the bus comes to a complete stop. After exiting, please refrain from walking too close to the bus or crossing the street in front of the bus.

Safe Riding Practices:

- Familiarize yourself with emergency safety and evacuation procedures, and always know the location of the nearest fire extinguisher.
- Do not distract from the operator’s ability to drive safely, and do not interfere in any way with the operation of an MTA vehicle.
- Do not stand in front of the “standee line” before the transit vehicle stops.
- Do not climb or hang on bars or handrails.
- Keep all body parts, objects, and belongings inside the vehicle while the bus is in motion.

- Keep track of your personal belongings. Discarding or leaving packages on transit vehicles or at transit facilities is prohibited. Unattended items may be confiscated and destroyed.

“If you see something, say something!” Always report suspicious individuals or packages to MTA Security at (615) 880-1539.

Notice: It is not the role of the vehicle operator to respond to medical or confrontational situations. MTA drivers will call an operations supervisor or emergency responder for appropriate attention to the issue. The role of the vehicle operator is to safely operate the bus and de-escalate situations. Please take the time to report anything unusual or unsatisfactory to MTA Security or the vehicle operator.

Customer Communication: Any customer comments can be made by calling MTA Customer Care at (615) 862-5950 or by writing MTA at 130 Nestor St., Nashville, TN 37210. When calling in a complaint, it is helpful to know the bus route, time of day, bus number and vehicle operator’s badge number.

MTA RULES - EXAMPLES OF PROHIBITED CONDUCT

The following are unacceptable behaviors and conduct that will not be tolerated at Music City Central (“**MCC**”), on MTA Vehicles, or at MTA shelters and bus stops (collectively, “**MTA Property**”). The examples are not all-inclusive. Vehicle operators and MTA staff may use their discretion to determine if any MTA patron is engaging in unacceptable behavior. **Anyone engaging in criminal activity or other unacceptable behavior may be removed from MTA Property and subject to suspension as provided by the Code of Conduct.** A copy of the complete Code of Conduct may be found online at www.nashvillemta.org or by contacting MTA Customer Care at (615) 862-5950.

- Loitering on any MTA Property is prohibited. All persons at MCC shall have a ticket in their possession or means of payment and board the next available bus on their route.
- Smoking or the use of any electronic smokeless device or the use of any chewing tobacco products are not allowed in any MTA Property except in designated areas outside of MCC.
- The consumption of alcoholic beverages or having an open container is prohibited on MTA Property.
- Individuals may not possess any unauthorized weapon, flammable liquid, explosive material, or other dangerous substance on MTA Property.
- No private business sales of any type may take place at any MTA Property, including, but not limited to, the display or set up of any food, clothing, or other sales without the express written consent of MTA.

- The riding of bicycles or skateboards is prohibited at MCC. Wheeled vehicles such as strollers or scooters are not allowed on escalators. Bicycles are not allowed in the long term waiting rooms or lobbies and are not to be locked or stored at MCC.
- Individuals shall not interfere in any way with the operation of any MTA vehicle or MTA Property or interfere with an operator’s ability to drive safely.
- Animals are not allowed in any MTA vehicle or MTA Property unless they are in an approved animal transfer cage with the exception of service animals.
- Disorderly conduct will not be tolerated. This includes: use of profane or offensive language including any threats or verbal or physical intimidation; bullying; touching or making inappropriate comments of a sexual nature; loud music, chanting or singing; racial slurs or displaying racist or gang-related behaviors; activities that may provoke violence; pushing others or “breaking the line” to gain access to a MTA vehicle; or treating passengers or the vehicle operator without courtesy. Individuals must wear shirt and shoes; sagging pants which expose underwear is prohibited.
- Sleeping, camping, or storing personal property on benches, floors or grounds of Music City Central or at any MTA bus stop or MTA Property is prohibited.

MTA Patrons observing suspicious or prohibited activity should report to MTA Security or call (615) 880-1539.

PHOTO AND VIDEO POLICY

The public may use hand-held cameras for personal use in public areas of transit facilities, so long as such use does not interfere with the operation of MTA vehicles or safety of MTA Property. All photographers are prohibited from accessing restricted areas, using tripods or other obtrusive equipment, laying cords or cables in walkways, using a flash bulb that is blinding to patrons or MTA employees, and creating congestion during an emergency evacuation. Camera use must be in accordance with all other aspects of this Code of Conduct and MTA Policies.

The news media is afforded the same rights and restrictions as members of the general public. However, MTA strongly recommends that members of the news media present valid press credentials when they film on MTA Property and strongly encourages the news media to contact MTA Communications at (615) 880-3289 in advance to facilitate and ensure appropriate access.

Commercial photography is allowed only with express written permission of MTA and must comply with MTA advertising requirements.

Where the actions of groups or individuals appear inconsistent with this policy, MTA Security and other staff are authorized to approach photographers or videographers to determine if further investigation or action is necessary.

DISCIPLINE PROCEDURE

Any Violation of the Code of Conduct may result in riding privileges and the use of any MTA Property being suspended. When suspended, the offender is not allowed to ride MTA vehicle or be on the premises of any MTA Property including the MCC. Any time a passenger is removed from the bus or a person is not allowed to be on MTA Property, bus fare is forfeited. If the suspended individual rides another transit vehicle or enters the MCC during the suspension period, it will be considered trespassing, and security or law enforcement will be called to address the situation. Supervisors, security, or law enforcement may be called to assist with all offenses. MTA reserves the right to permanently exclude offenders from MTA Property due to the nature and severity of any violation or because of repeated violations.

If a minor is removed from MTA Property for a violation of the Code of Conduct, a law enforcement representative may be called for law enforcement intervention. If a minor or student is riding a Quest route or as part of the StriDe Youth Mobility Program, MTA reserves the right to assign a seat near the front of the bus, to contact parents, school principal, or other official.

If a person violates the Code of Conduct, transit or security personnel will complete an incident report with a written request for suspension and forward all documentation to the MTA Security Manager or designee (“Security Manager”). If the Security Manager approves the suspension, the Security Manager will determine the appropriate response and, where warranted, sign a letter of suspension. The letter will contain the name of the person, the violation, the effective date and the length of the suspension, the specific services or facilities from which the person is suspended, and information regarding the appeal process. MTA will make reasonable efforts to mail the letter to the suspended individual or attempt to personally serve the letter.

Appeal: Any suspended individual, or that person’s representative, may appeal the suspension. Appeals must be in writing and submitted to the Chief Executive Officer at 430 Myatt Drive, Nashville, TN 37115 within ten (10) business days after the letter is mailed or within five (5) days from the receipt of the letter, whichever is later. A letter requesting an appeal must state with specificity the reasons for the appeal. As a general matter, the MTA will not accept late appeals; however, the MTA may, at its sole discretion, elect to hear a late appeal when the lateness has resulted from extenuating circumstances. The suspension stays in effect pending any appeal.

The Chief Executive Officer or designee (“CEO”) will review the letter of appeal and the corresponding file on the suspended individual to make a determination as to whether the suspension will be upheld, terminated, or modified. The CEO will communicate in writing his or her decision within ten (10) business days of receipt of the letter requesting the appeal. The decision of the CEO is final.