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.
Safe Riding Practices:
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 any other property under the control of MTA ("MTA Property"). All patrons must refrain from unacceptable behavior as set forth in this Code. Individuals who behave inappropriately 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.

Notice: It is not the role of the vehicle operator to enforce the code of conduct. The bus driver or operator will call an operations supervisor or emergency responder for appropriate attention to the issue. The role of the driver is to safely operate the bus and de-escalate situations. Please take the time to report any 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 Nort St., Nashville, TN 37219. When calling, please be ready 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 patrons 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.

- Loitering on any MTA Property is prohibited. All persons at MCC shall have a ticket in their possession or evidence 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.
- Any private business sales of any type may take place on MTA Property unless in an approved area. For example, vendors in Music City Central’s lobbies and areas. Unattended items may be confiscated and destroyed.
- The riding of bicycles or skateboards is prohibited at MCC. Wheeled vehicles such as strollers or scooters that do not fit in the transfer cage with the exception of service animals 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 the vehicle or the vehicle operator. Interference 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 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 provide a distraction to the operator; or engaging in "obscene" behavior. Individuals must not engage in offensive behavior. If a minor individual is found engaging in criminal activity or other unacceptable behavior, the minor or student is riding a Quest route or as part of the Stride Youth Mobility Program, MTA reserves the right to assist in returning the minor, to the school to which the minor attended, to the bus, to contact parents, school principal, or other official.

Requirements & Responsibilities of All Passengers
Any person violating federal, state, or local law on any MTA Property or subject to the privilege of using MTA services or MTA Property will be suspended from using MTA services. All individuals must cooperate with any MTA official, security officer, or police officer.

Fares: Anyone riding in a 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 on 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 anyone to solicit money or a favor of any kind from any person while the panhandler or the person being solicited is located in, on, or near the passenger’s route. The Nashville Metropolitan Government’s ordinance on panhandling makes it unlawful for any person to engage in solicitation in or on public places or in commercial areas without the express written permission of MTA. No private business sales of any type may take place on MTA Property unless in an approved area.

General Guidelines
- Keep track of your personal belongings. Discarding or leaving packages on transit vehicles or at transit facilities is prohibited. Any unauthorized 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.
- The public has a right to be on any public street, alley, or sidewalk. MTA does not have the authority to move or control the public or their activities. MTA does not have the authority to move or control the public or their activities.
- The public’s right of way on a public street, alley, or sidewalk may result in 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 is removed from MTA Property for a violation of the Code of Conduct, a law enforcement representative may be called for law enforcement intervention.

Commercial photography is allowed only with 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 suspension is effective, and information regarding the appeal process. MTA will make reasonable efforts to mail the letter to the suspended individual or at their last known address. MTA reserves the right to assist in returning the minor, to the school to which the minor attended, to the bus, to contact parents, school principal, or other official.

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 ability of any MTA employee to perform their duties, and the public’s safety and the safety of MTA Property. All photographers are prohibited from accessing restricted areas, using tripods or other obtrusive equipment, or taking pictures of individuals while using a flash bulb that is blocking to patrons or MTA employees, and creating congestion during an emergency evacuation. Photographers and videographers must contact MTA Security at (615) 862-5950 to request permission to participate in any event or activity. photographic equipment or videotaping equipment must be approved 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.

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

Where the actions of groups or individuals appear to meet the definition of a disorderly conduct, the MTA will use their discretion to determine if any MTA patrons is engaging in unacceptable behavior. Individuals engaging in criminal activity or other unacceptable behavior may be removed from MTA Property.

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

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/CEO at the Nashville, TN 37219. The appeal will be heard within ten (10) business days after the letter is mailed or within five (5) days from the receipt of the letter, whichever is later. Unless the minor may, at its sole discretion, elect to have the appeal made at the time the letter is mailed. The appeal may be made by any person or by the employee(s) involved. The appeal letter must 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 suspension is effective, and information regarding the appeal process. MTA will make reasonable efforts to mail the letter to the suspended individual or at their last known address. MTA reserves the right to assist in returning the minor, to the school to which the minor attended, to the bus, to contact parents, school principal, or other official.

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

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

Where the actions of groups or individuals appear to meet the definition of a disorderly conduct, the MTA will use their discretion to determine if any MTA patrons is engaging in unacceptable behavior. Individuals engaging in criminal activity or other unacceptable behavior may be removed from MTA Property.

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

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

Where the actions of groups or individuals appear to meet the definition of a disorderly conduct, the MTA will use their discretion to determine if any MTA patrons is engaging in unacceptable behavior. Individuals engaging in criminal activity or other unacceptable behavior may be removed from MTA Property.

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

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