



MTA CUSTOMER CODE OF CONDUCT

MUSIC CITY CENTRAL SUMMARY

1. Music City Central (MCC) is for the use of MTA customers and its tenants. All persons shall have a ticket in their possession in the MCC and board the next available bus on their route. Any other entry onto this property is considered trespassing.



2. Individuals must cooperate with any MTA official or security officer.

3. Individuals may not use physical violence, intimidation and/or harassment, racial slurs, racial/ethnic name calling or displaying racist behavior toward another passenger, vehicle operator or transit employee.

4. Individuals may not possess a weapon, flammable liquid, explosive material or other dangerous substance.

5. Smoking or being in the possession of any lighted or smoldering pipe, cigar or cigarette or the expelling of a tobacco product or chewing tobacco on MTA vehicles or in MCC is prohibited. Also prohibited is the consumption of any alcoholic beverage or being in the possession of an open container

of any alcoholic beverage on MTA vehicles or in MCC.

6. No one may discard or leave packages on MTA vehicles or in the MCC. MTA may destroy any such property without notice.

7. Individuals may not damage or destroy MTA vehicles, facilities or the personal property of another person.

8. No one may engage in illegal activity, including but not limited to the sale, distribution, possession of stolen property or use, possession, manufacturing, distributing, dispensing, purchasing, transferring or being under the influence of controlled substances, alcoholic beverages, or other intoxicants at any time on, in, or around transit vehicles, facilities or properties.



9. No private business sales of any type may be in the MCC, on a MTA vehicle, or at any MTA facilities or properties, including but not limited to the display or set up of any food, clothing or other sales without the express written consent of MTA.

10. Individuals shall not interfere in any way with the vehicle operator's ability to drive safely.

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 Web site 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, Tennessee 37219
(615) 862-5969

Code of Conduct

**MUSIC CITY
CENTRAL**
THE MTA DOWNTOWN STATION



Code of Conduct

POLICY

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

We believe that it is the obligation of each and every member of the traveling public to contribute to the safety and security of the bus, vehicles, bus shelters, bus stops, and Music City Central (MCC) by refraining from inappropriate behavior/conduct, threats, violence and/or any activities that may provoke violence. A standard of conduct is expected from every MTA patron, whether on a transit vehicle, at a transit stop or on properties under the control of MTA. Any time inappropriate behavior is exhibited on buses or transit properties, the individual(s) may lose the privilege of using the bus system. Safety and security is everyone's responsibility, and we encourage anyone that witnesses inappropriate behavior in or around transit vehicles or facilities to report it to the MTA.

PASSENGER GENERAL RESPONSIBILITIES

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. Upon boarding the bus, please be seated as soon as possible (always use hand rails when walking to and from your seat). If you board the bus with a stroller, remove the child from the stroller and make sure it is folded and out of the aisle. Once you have requested a stop, remain seated until the bus comes to a complete stop. After getting off of the bus, please refrain from walking too close to the bus or crossing the street in front of the bus.

Notice: It is not the role of the vehicle operator to respond to medical or confrontational situations. They 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 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, Tenn. 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.

DEFINITIONS

Violence – Physical force employed to violate, damage, abuse, injure, or strike anyone.

Threat - An expression or action showing intent to inflict harm; the action of signs or warnings of violence or the announcement of violence as a possibility.

Inappropriate Behavior – Any conduct that does not demonstrate respect, safety or security of a person and/or others or that interferes with the orderly operations of transportation services. Panhandling and aggressive panhandling will be considered a major violation of this policy. According to Nashville Metropolitan Government's ordinance on panhandling, it is 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.

The vehicle operators may use their discretion to determine the level of violations for any other inappropriate behavior or conduct. The following represents a partial list of unacceptable behaviors and conduct that will not be tolerated in or around transit facilities, properties or vehicles. It is not intended to be all inclusive.

TYPICAL MINOR VIOLATIONS

- Using profanity, talking too loudly, chanting or singing, or using offensive language and/or gestures
- Talking to the vehicle operator while the bus is moving
- Pushing others when getting on or off the transit vehicle
- Standing in front of the "standee line" before the transit vehicle stops
- Eating or drinking on transit vehicles
- Listening to music loud enough to be heard by other passengers or the vehicle operator
- Treating passengers or the vehicle operator without courtesy
- Hanging on bars or handrails
- Extending an object or portion of one's body through the door or window while the bus is in motion
- Not being responsible for your personal items
- Lying down on the seats or placing your feet across the seats
- Discarding litter other than in designated receptacles
- Roller-skating, roller-blading, skateboarding or riding bicycles inside or outside MCC
- Remaining inside or outside MCC after regular business or posted Plaza hours

TYPICAL MAJOR VIOLATIONS

- Not having a ticket or fare in your possession when in the MCC.
- Smoking or being in the possession of any lighted or smoldering pipe, cigar or cigarette or the expelling of a tobacco product or a chewing tobacco on a transit vehicle or inside transit facilities
- Failing to depart from an MTA bus when ordered to do so by the vehicle operator, operations supervisor or security officers
- Entering a transit vehicle when ordered not to do so by the vehicle operator, operations supervisor or security officers
- Bringing animals, other than service animals, on the bus without being in an approved animal transfer cage
- Using physical violence, intimidation and/or harassment toward another passenger, vehicle operator or transit employee
- Consuming any alcoholic beverage or being in possession of an open container of any alcoholic beverage on MTA vehicles or in transit facilities or properties
- Engaging in illegal activity, including but not limited to the sale, distribution, possession of stolen property or use, possession, manufacturing, distributing, dispensing, purchasing, transferring or being under the influence of controlled substances, alcoholic beverages, or other intoxicants at any time on, in, or around transit vehicles, facilities or properties
- Possessing a weapon, flammable liquid, explosive material or other dangerous substance on or around transit vehicles, facilities or properties
- Touching or making inappropriate comments of a sexual nature
- Damaging or destroying MTA buses, facilities, properties or the personal property of another passenger or vehicle operator
- Vandalizing MTA buses, facilities or properties by writing, marking, scribbling, defacing or causing destruction to the vehicle or property in any manner
- Being under the influence of alcoholic beverages or illegal drugs to the extent of being publicly intoxicated
- Using language to threaten or intimidate another passenger or vehicle operator

- Disobeying any local and state laws pertaining to transit operations
- Tampering with rider ticket machines or any equipment on an MTA vehicle or equipment at transit facilities
- Not walking in pathways designated as lanes within MCC
- Walking in the path of a transit vehicle or congregating in the entrance/exit lanes of an MTA transit operation
- Being in bus only lanes at MCC
- Discarding or leaving packages on transit vehicles or at transit facilities
- Not using the bus entrance/exit doors at MCC
- Playing music devices without the use of headphones
- Operating private business sales at MCC, including but not limited to the display or setting up of any food, clothing or any other sales without the express written permission of the MTA
- Panhandling, aggressive panhandling or loitering.
- Using racial slurs, racial/ethnic name calling or displaying racist behaviors
- Throwing objects inside MCC or inside a transit vehicle, or throwing objects out of a transit vehicle.
- Smoking on transit vehicles or expelling residue of a tobacco product such as chewing tobacco
- Smoking or possessing any lighted or smoldering pipe, cigar or cigarette
- Failing to follow direction from the operations supervisor, vehicle operator, security officer or police officer
- Excreting any bodily fluid upon another person or a transit vehicle such as spitting, urinating, defecating or exposing one's genitals
- Not wearing shirt and shoes
- Operating, stopping or parking a vehicle or standing in any roadway or restricted area used by transit vehicles
- Sleeping, camping or storing personal property on benches and floors within MCC

PROCEDURE

A range of consequences and/or actions will be used to address non-compliance with appropriate rider conduct. MTA vehicle operators, operations supervisors and/or security officers are responsible for writing up an incident report and correcting inappropriate behavior in the MCC and on transit buses or in transit facilities or properties. Vehicle operators, operations supervisors and/or security officers are responsible for preparing an appropriate incident report and outlining behaviors that occur on transit vehicles, with the safety and security managers copied on all reports.

Consequences and/or actions could include one or any combination of the following:

Minor Violations

First Offense – Verbal warning by vehicle operator, security officer or MTA official to correct behavior.

Second Offense – The offender(s) will be asked to leave the transit vehicle or MCC. If a passenger is removed from a vehicle or a person is requested to leave the MCC, that person is suspended from riding any transit vehicle for the remainder of the day. Any time a passenger is removed from the bus or person is requested to leave the MCC, their bus fare is forfeited. If that person is seen riding another transit vehicle or enters the MCC during the suspension period, it will be considered trespassing and security or law enforcement will be called in to address the situation. An incident report is always required. If the offender(s) is under age of 18 and is removed from the transit vehicle or MCC, a

law enforcement representative will be called for law enforcement transport.

Third and Subsequent Offenses – The offender will be treated the same as a "any offense" of major violations.

Major Violations

Any Offense – Riding privileges can be suspended or permanently excluded from the transit system and one can be prohibited from the premises of MCC at the discretion of the operations manager and chief operating officer of MTA. When suspended, the offender(s) is not allowed to ride any transit vehicle or be on the premises of the MCC. Any time a passenger is removed from the bus or a person is not allowed to be on the premises of the MCC, their bus fare is forfeited. If that person is seen riding 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. If the offender(s) is under the age of 18 and is removed from the transit vehicle or MCC, a law enforcement representative will be called for law enforcement transport. The vehicle operator will contact their supervisor with all major violations. Supervisors, security or law enforcement may be called to assist with all offenses.

When a passenger exhibits inappropriate behavior on a transit vehicle or any person exhibits inappropriate behavior at the MCC or at other transit properties or facilities, transit or security personnel will complete an incident report. The incident report is given to an operations supervisor by the end of the day. The information is then forwarded to the appropriate administrative manager.

The operations manager prepares a written letter of suspension or exclusion of transit privileges by the end of the next day. The letter should state the name of the person, why the person was suspended or excluded, the effective date of the suspension or exclusion, the specific services or facilities from which the person is suspended or excluded, any documented history of disruptive behavior, and the length of the suspension. The letter of suspension or exclusion will be reviewed for finalization and shall be signed by the Chief Operating Officer. When an offender returns from a suspension, the returning person's behavior will be closely monitored.

Appeal - Any person suspended or excluded from MTA services or facilities, or that person's representative, may appeal the suspension or exclusion. Appeals must be in writing and submitted to the Chief Executive Officer within ten (10) days after receipt of the suspension or exclusion letter from the Chief Operating Officer. A letter requesting an appeal must state with specificity the reasons for the appeal. As a general matter, the Chief Executive Officer will not accept late appeals; however, the Chief Executive Officer may, at his or her sole discretion, elect to hear a late appeal when the lateness has resulted in extenuating circumstances. The Chief Executive Officer will in no case stay an exclusion or suspension already in effect pending an appeal.

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