

SUSPENSION OF RIDER PRIVILEGES

Any Criminal Offense and/or Violation of the Code of Conduct may result in riding privileges and the use of any RTA property being suspended. When suspended, the offender(s) is not allowed to ride any transit vehicle or be on the premises of any RTA property. Any time a passenger is removed from the bus or train or a person is not allowed to be on the premises of any RTA property, their fare is forfeited. If that person is seen riding any RTA vehicle or entering any RTA property during the suspension period, it will be considered trespassing, and security or law enforcement will be called in to address the situation. If a juvenile offender is removed from the Music City Star or any RTA property, a law-enforcement representative will be called for law-enforcement intervention.

If a person commits a criminal offense or violates the code of conduct, transit or security personnel will complete an incident report with a written request for suspension, and forward the documents to the Security Manager. If the Security Manager approves the suspension, he or she will utilize the Code of Conduct Suspension Guidelines and forward the request for suspension to the Chief Operating Officer. The request will have all written documentation attached and include video, if available. The request will contain the name of the person, the criminal offense or the code-of-conduct violation, the effective date of the suspension, the specific services or facilities from which the person is suspended, any documented history of disruptive behavior, and the length of the suspension. The Chief Operating Officer will review the request for suspension, and, if approved, will sign a Letter of Suspension to be provided to the offender. The letter will be mailed by certified mail or delivered in person by RTA security personnel.

Appeal – Any person suspended from RTA 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 at 430 Myatt Drive,

Nashville, TN 37115 within ten (10) days after receipt of the suspension letter from the Chief Operating Officer. A letter requesting an appeal must state the specific reasons for the appeal. As a general rule, 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 caused by extenuating circumstances. The Chief Executive Officer will in no case stay a suspension already in effect pending an appeal.

The Chief Executive Officer 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 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 Chief Executive Officer's decision is final.



**Regional Transportation Authority
of Middle Tennessee**

430 Myatt Drive, Nashville TN 37115
Customer Care 615-862-5950
rtarelayandride.com



POLICY

The Regional Transportation Authority of Middle Tennessee (RTA) is committed to the security and safety of the traveling public and its transit employees.

The RTA believes that it is the obligation of each and every member of the traveling public to contribute to the safety and security of the Music City Star regional train and RTA express buses by refraining from inappropriate behavior/conduct, threats, violence and/or any activities that may provoke violence. Therefore, a standard of conduct is expected from every RTA patron, whether on the Music City Star, on a regional bus, at a train or bus stop or on RTA properties. Any time inappropriate behavior is exhibited on the train, bus or transit properties, the individual(s) may lose the privilege of using the RTA system. Safety and security is everyone's responsibility, and the RTA encourages anyone who observes inappropriate behavior in or around transit vehicles or facilities to report it to the RTA. **Any person violating federal, state or local law within any RTA vehicle or on any RTA property will be prosecuted for the criminal offense(s) and will be suspended from utilizing RTA services.** All individuals must cooperate with any RTA official, security officer or police officer.

PASSENGER GENERAL RESPONSIBILITIES

Anyone riding in an RTA vehicle is required to pay the proper fare or use a valid pass. For discounted fares/passes, patrons will be required to show identification. Everyone boarding the train or express bus is required to have a ticket or fare in his or her possession. Upon boarding an RTA vehicle, please be seated as soon as possible, and always use hand rails when walking to and from your seat. If you board the bus or train with a stroller, please remove the child from the stroller and make sure the stroller is folded and out of the aisle.

Notice: It is not the role of the engineer or conductor or bus operator to respond to medical or confrontational situations. They will call emergency responders for appropriate attention to the issue. The role of the conductor is to safely monitor the train and de-escalate situations. Please take the time to report anything unusual or unsatisfactory to the conductor or bus operator.

Customer Communication: Any customer comments can be made by calling RTA Customer Care at (615) 862-5950 or by writing the RTA at 430 Myatt Drive, Nashville, TN 37115.



RTA CODE OF CONDUCT

1. Loitering is prohibited at RTA train and bus stops. All persons shall have a ticket or pass in their possession to board the train or express bus. All persons utilizing an employment or school pass must present the pass to an RTA employee for positive identification.
2. Smoking and the use of any electronic smokeless device or chewing tobacco products is not allowed on RTA vehicles or on RTA property except in designated areas.
3. Individuals may not possess any unauthorized weapon, flammable liquid, explosive material or other dangerous substance in any RTA vehicle or on RTA property.
4. No private business sales of any type may be conducted at any RTA train or bus stop, on RTA vehicles, or at any RTA facilities or properties, including but not limited to the display or set up of any food, clothing or other sales of materials or products without the express written consent of the RTA.
5. The use of seats as footstools is prohibited on all RTA vehicles. All personal belongings must be kept out of the aisles and off the passenger seats. Carry-on items (such as backpacks, luggage, etc.) must be stored under the seats or on luggage racks.
6. Individuals shall not interfere in any way with the RTA train or bus operations. Individuals must cooperate with any RTA official or security officer.
7. Animals are not allowed in any RTA vehicle or RTA property unless they are in an approved animal transfer cage, with the exception of service animals.
8. Disorderly conduct will not be tolerated; this may include but is not limited to the following: using profane or offensive language, loud music, chanting or singing, racial slurs or displaying racist or gang-related behaviors, pushing others or "breaking the line" to gain access to any RTA vehicle or treating passengers or the vehicle operator without courtesy. Taking pictures of passengers without their permission is prohibited. Shirt, shoes and pants must be worn; sagging pants that expose underwear are prohibited.
9. Loitering, sleeping, camping or storing personal property on benches, floors or grounds of any RTA property is prohibited. Riding skateboards is prohibited on RTA property. Parking is not allowed at Riverfront Station unless approved by RTA.