



**ESCAMBIA COUNTY AREA TRANSIT**

# **Code of Conduct**

## **April 1, 2023**



Escambia County Area Transit  
1515 W. Fairfield Drive  
Pensacola, FL



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## **I. PURPOSE AND SCOPE**

This Code of Conduct for Escambia County Area Transit (ECAT) helps you acquaint yourself with our current standards of conduct and behavior applicable to all ECAT transit services and/or facilities for your safety, security, and comfort. The following rules are designed to preserve our customers' right to free speech while simultaneously ensuring the safety and comfort of all customers, operators, and the public at large. The Code of Conduct applies to all modes and means of ECAT transportation, including but not limited to the following:

- Transit buses and Paratransit service
- Special services vehicles
- Park and ride lots
- Transit shelters and all other customer facilities

## **II. RULES OF TRANSIT**

All customers are required to understand this "Code of Conduct for Transit Customers" to ensure that all customers enjoy a comfortable ride on the ECAT service.

1. Please think of others and follow our no eating, drinking or smoking policy on-board any ECAT vehicle.
2. Please do not open containers of food or drink. Not only are they not allowed on the ECAT services, but this rule also help us to keep our vehicles clean and comfortable.
3. We are very protective of our customers, including you, so please don't use physical violence, profanity, intimidation, and/or harass other passengers or the operator. All of these actions are prohibited by ECAT.
4. Possession or consumption of illegal drugs is not allowed by law.
5. To assure the safety of you, our operator, and our customers, please remain behind the yellow line and minimize conversation with the operator.
6. Please remain seated and/or secure yourself until the vehicle comes to a complete stop.
7. Panhandling, sales, or solicitation is prohibited on-board a ECAT vehicle. The distribution of printed materials at ECAT public facilities should not interfere with bus operations.
8. The use of sound-generating electronic devices – like cell phones or portable disc players can only be used on our buses if you are using earphones. Conversations and other noises should be kept at a level that does not disturb other passengers or the operator.
9. Weapons, except those lawfully owned and possessed pursuant to Florida Statute, and flammable materials are prohibited on ECAT vehicles, transit shelters, and other ECAT customer facilities.

10. All objects, such as strollers, should be folded prior to boarding and cannot block the aisle or stairway.
11. Appropriate clothing (shirt and shoes) is required to board the bus.
12. Operating or tampering with any ECAT equipment is dangerous and prohibited.
13. Children under six years of age should be accompanied by an adult or guardian 13 years of age or older. ECAT employees are not allowed to accept responsibility for unaccompanied minors.
14. All animals are prohibited unless used as a service animal.
15. Vandalism or graffiti of ECAT vehicles or property is illegal and therefore prohibited.

### **III. CUSTOMER COURTESY**

- Please have the correct fare ready when boarding.
- Please occupy only one seat and make room for other passengers.
- Please exit at the rear door to make room for the flow of incoming passengers.
- Please consider offering your seat to the elderly or disabled passengers when possible.
- Please keep conversations and other noises to a minimum for the comfort of all ECAT customers.
- Please allow customers in wheelchairs to board the bus first.
- Please reserve front seats for customers with disabilities.

### **IV. PENALTIES**

Persons who violate the Code of Conduct are subject to penalties, up to and including suspension of services. A range of penalties may be used to address non-compliance with the Code of Conduct. Non-compliance with the Code of Conduct may include one or any combination of the following:

1. Verbal warning by transit operator or ECAT supervisor to correct a customer's non-compliance with ECAT rules.
2. Offensive conduct on the part of a ECAT customer may require their removal from the transit vehicle. If a passenger is removed from a transit vehicle, the passenger is suspended from riding privileges on any ECAT vehicle and from use of any ECAT transit shelter or passenger facility for the remainder of the day. When a passenger is in violation of the Code of Conduct and is asked to leave a ECAT vehicle, their fare is forfeited. If a suspended passenger is seen on another ECAT vehicle or at a ECAT transit shelter or other passenger facility during the suspension period, the passenger will be considered trespassed and law enforcement will be contacted.
3. A passenger may be suspended from all use of the ECAT transit system for a determined period of time. A suspended passenger is not allowed to use any ECAT vehicle or any ECAT transit shelter or other passenger facility for the duration of the suspension period. When a passenger returns from a suspension, the returning passenger's behavior will be closely monitored. If

another incident of non-compliance with the Code of Conduct occurs, the passenger may be suspended for an additional period of time and/or have all ECAT transit privileges permanently terminated.

4. A passenger's transit privileges may be permanently terminated for repeat offenses or for one major offense, including but not limited to physical threats, violence or disruptive behavior, which presents a safety hazard.

## V. FLORIDA STATUTES

Please read and become familiar with the following State of Florida laws that can result in felony charges. They are created to protect all ECAT services and employees.

**Florida Statute 784.07** - Assault or battery of law enforcement officers, firefighters, emergency medical care providers, public transit employees or agents, or other specified officers; minimum sentences. [Read the full statute.](#)

**Florida Statute 812.015** - Retail and farm theft; transit fare evasion; mandatory fine; alternative punishment; detention and arrest; exemption from liability for false arrest; resisting arrest; penalties. [Read the full statute.](#)

## VI. PUBLICATION

Hard copies of the Customer Code of Conduct are available without charge at ECAT's administrative office at 1515 W. Fairfield Drive, Pensacola, FL 32501.

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Current as of April 1, 2023.