

Code of Conduct – Ride Safe

To help ensure the safety, security, comfort, and convenience of those who use our services, Escambia County Area Transit has created a code of conduct to encourage positive behavior on ECAT property.

In simple terms, it's best described as the way to "**ride safe**". When you ride safe - you treat others as you would like to be treated and you show respect for your fellow passengers, transit employees and the transit vehicles and facilities you use.

When transit passengers enjoy a safe, secure, comfortable and inviting atmosphere, and the overall efficiency of the transportation system improves.

Specifically, the Code of Conduct applies to activities that occur in or on:

- ECAT vehicles
- ECAT locations
- Park & Ride lots
- Bus shelters, benches, and stops

All Passengers are required to abide by this code of conduct.

Failure to follow these rules may result in the passenger being asked to leave the bus or bus stop area, and/or the passenger receiving a trespass order from the bus.

Code of Conduct

1. Have your fare ready when boarding.
2. Do not distract bus operators by engaging them in unnecessary conversation when the bus is in motion. Distracted driving is a serious, life threatening practice.
3. Any types of harassment, intimidation, or violence towards passengers, or ECAT staff will not be tolerated.
4. No eating or drinking on the bus. No open alcoholic beverages are allowed at any ECAT property.
5. No Smoking on the bus.
6. No explosive, flammable, or hazardous materials on ECAT property.
7. Weapons are not allowed on ECAT vehicles or ECAT facilities.
8. No vulgar, abusive, racial, or offensive language on ECAT property.
9. No soliciting or panhandling at ECAT facilities and locations.
10. No pets allowed.*
Service Animals are allowed, consistent with ADA guidelines on transit vehicles and at transit facilities. *Note - This stipulation does not apply during emergency operations, as determined by the Emergency Operations Center of Escambia County.
11. Conversations between passengers or on a cell phone should be kept at a reasonable volume.
12. Do not lie down or put your feet on the seats
13. Illicit drugs, or illicit drug use is prohibited on ECAT property.
14. Please wear proper attire on ECAT property. Shirts and shoes are required.
15. Headphones are required for your personal music devices (MP3 players, CD players, Smart phones, or other media devices).
16. Wheelchairs and scooters will be properly secured during travel.
17. Bulky items, strollers, and carts will be secured, and away from passenger walkways on the bus or ECAT property.
18. Please dispose of litter in designated receptacles.

Penalties for Violating the Code of Conduct

Violations to the Code of Conduct will result in the following actions:

- Verbal Warning
- Suspension of Service (short-term)
- Trespass Order (long-term)

Refusing to leave the bus when asked makes the person subject to arrest for trespass pursuant to Florida Statute § 810.08.

A trespassed individual may file a written appeal within three business days to the Assistant General Manager of Operations. The appeal must state why the trespass order was not in accordance with this policy. Once an appeal is received, a hearing will be scheduled and conducted within a reasonable timeframe. At the hearing, the individual may present his/her testimony and evidence supporting the appeal.

After the hearing, ECAT will provide a written response to the individual, granting or denying the appeal with explanation. The individual may dispute the determination by requesting a meeting with the General Manager. The General Manager shall make a final determination, which shall be communicated to the individual making the appeal.

If you would like additional information, please contact ECAT at 850-595-3228.

How to Be Safe

- If you witness unsafe behavior, please notify your driver or ECAT management.
- If there is an emergency situation, dial 9-1-1.
- Always use a designated crosswalk when crossing the street.
- Never cross directly in front of the bus, even if it's not moving.
- Each bus can only handle two bicycles at a time. Make sure your bicycle is secured before boarding the bus.
- ECAT facilities and buses are a designated Safe Place. Visit <http://nationalsafeplace.org/> for more information.
- Look both ways when crossing the street.
- Please remain in your seat if the bus is in motion.
- Do not approach the bus doors until the bus has stopped fully.
- Do not lean against bus doors.
- Do not stand in front of the yellow line on the bus. The area between the Operator and the front door must be kept clear.

Escambia County Area Transit

Visit us on the web at:
www.goecat.com

850-595-3228

Any passenger who believes he or she has been subject to any discrimination should report the alleged act immediately to an ECAT Supervisor, the Title VI Coordinator, or ECAT General Manager. An investigation of all complaints will be undertaken. The General Manager will make the final determination, provide a written response, and hopefully resolve the issue. The ECAT point of contact for complaints will be as follows:

Title VI Coordinator,
ECAT
1515 West Fairfield Drive,
Pensacola, FL 32501.

Escambia County
Area Transit
1515 West Fairfield Dr.
Pensacola, FL 32501



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