

Greenlink Customer Code of Conduct and Passenger Responsibility Policy

General:

Greenlink has empowered its Operators to refuse service to any passenger who is intoxicated, under the influence of drugs, or may be dangerous or disruptive. Operators also have the right to remove people from the bus who are belligerent, rude, or refuse to follow agency policies or directions. If the Operator believes a passenger poses a safety or health threat to themselves or others, the Operator may contact dispatch or the police for assistance.

Section A: Code of Conduct

- **Criminal Activity** – No person shall engage in any activity prohibited by Federal, State or Municipal laws while on a Greenlink vehicle or on Greenlink property.
- **Smoking Prohibited** – No person shall smoke tobacco, e-cigarettes, or other substances or carry any burning or smoldering substance aboard a Greenlink vehicle or on Greenlink property. (SC Code of Laws 44-95-20(6); 44-95-50)
- **Alcohol and Drugs Prohibited** – No person shall use or possess alcohol or illegal drugs on a Greenlink vehicle or on Greenlink property, except for lawfully possessed and unopened alcoholic beverages. (SC Code of Laws 58-23-1830)
- **Littering or Spitting** – No person shall discard or deposit, other than into a trash receptacle provided for that purpose, any rubbish, trash, debris, cigarette butts or offensive substance in or on a Greenlink vehicle or on Greenlink property. (SC Code of Laws 58-23-1830)
- No person shall spit, expectorate, defecate, or urinate in or on a Greenlink vehicle or on Greenlink property. (SC Code of Laws 16-15-130, Greenville City Code 24-211)
- **Threatening, Offensive Language, and Harassment** – No person shall intentionally or recklessly disturb, harass, annoy, or intimidate other persons or Greenlink employees by:
 - Threatening to take the life of or to inflict bodily harm. (SC Code of Laws 16-3-1040(B))
 - Insulting such other person by abusive words, heckling, bullying, use of racial slurs, rude gestures, or behave in a manner intended and/or likely to provoke a violent response. (SC Code of Laws 58-23-1830(a)(6))
 - Making sexually harassing comments or gestures. (SC Code of Laws 58-23-1830(a)(6))
- **Disorderly Conduct** – No person shall intentionally or recklessly cause inconvenience, annoyance, or alarm by

(SC Code of Laws 58-23-1830(a)(4) and (6)):

- Fighting, or violent, tumultuous, or threatening action (physical or verbal) on any Greenlink vehicle or on Greenlink property.
- Fake fighting, slap boxing or engaging in any other horseplay that may escalate and/or interfere with the comfort and safety of others.
- Making unreasonable noise on a Greenlink vehicle or on Greenlink property.
- Obstructing the movement of passengers on a Greenlink vehicle or on Greenlink property.
- Creating a hazardous or physically offensive condition on a Greenlink vehicle or on Greenlink property.
- **Non-Payment of Fare; Misuse of Bus Pass** –
 - No person shall occupy, ride or use a Greenlink vehicle unless the person has paid the applicable fare or has a valid and lawfully acquired transfer or pass.
 - No person shall use or attempt to use a Greenlink bus pass to board or ride a Greenlink vehicle unless the pass was lawfully acquired at an authorized Greenlink pass outlet.
 - Any Greenlink employee or law enforcement officer may confiscate a bus pass used or presented for use in violation of these policies.
 - Misuse of any bus pass or transfer is theft. Any person who violates these subsections, in addition to any penalties described herein, may be subject to criminal prosecution for theft of services. (SC Code of Laws, 58-13-30)
- **Solicitation** – No person shall solicit, sell, or distribute any materials or products on a Greenlink vehicle or on Greenlink property without a Peddler Permit from the City of Greenville. If asked to leave the premises, Peddlers are required to do so.
- No person shall panhandle, beg, or request donations on a Greenlink vehicle or on Greenlink property in a manner that obstructs or disturbs the operation of Greenlink public transportation services. (SC Code of Laws, 58-23-1830)
- **Weapons/Hazardous Items** – No person, except a law enforcement officer, shall bring any knife, gun, bow/arrow, explosive device or material, fireworks, blackjack, club and/or any illegal or unlawfully possessed weapon of any kind on a Greenlink vehicle or on Greenlink property. (SC Code of Laws 58-23-1830(3))

Section B: Passenger Responsibility Policy

- **Safety** – Passengers (except infants who are held) must wear a shirt, shoes, pants/shorts, a skirt, a dress or comparable clothing on Greenlink vehicles and on Greenlink property. All passengers must cover exposed skin that may transmit communicable disease.
 - No person shall in any manner hang onto or attach himself or herself onto any exterior part of a Greenlink vehicle at any time. No person shall extend any portion of his or her body through any door or window of a Greenlink vehicle. (SC Code of Laws 58-23-1830(a)(4))
 - No person shall ride a skateboard or bicycle or roller skate or in-line skate in a Greenlink vehicle or in and around Greenlink property. (SC Code of Laws 58-23-1830(a)(4))
 - No person shall throw, or cause to be thrown/projected, any object at or within a Greenlink vehicle or on Greenlink property. (SC Code of Laws 58-23-1830(a)(4))
 - No person shall interfere, in any manner, with the safe operation or movement of any Greenlink vehicle. (SC Code of Laws 58-23-1830a)(4))
 - No person shall impede or block the free movement of passengers or otherwise disrupt the functions of Greenlink vehicles, the transit center, or bus stops/shelters. (SC Code of Laws 58-23-1830(a)(4))
- Passengers must not engage in unnecessary conversation with the operator of any Greenlink vehicle. (SC Code of Laws 58-23-1830(a)(4))
- All passengers shall remain behind the yellow/white standee line while the bus is in motion. (49 Code of Federal Regulations 393.90)
- **Elderly/Disabled Seating** – The aisle-facing bench seats at the front of the buses are reserved for disabled and elderly passengers. Non-qualifying passengers must vacate such seating upon request of a Greenlink employee.
- **Food and Beverage** – No person shall bring any food or beverage in open containers on a Greenlink vehicle. No person shall consume food or alcohol on a Greenlink vehicle. Passengers may consume non-alcoholic beverages only from non-glass containers with snap/screw-on lids. (OSHA 1910.141(a)(5))
- **Animals** – No person shall bring or carry aboard a Greenlink vehicle, or bring on Greenlink property, any animal not housed in an enclosed animal carrier. The animal carrier must not exceed 19"x13"x9" in size, have ventilation on 2 or more sides, and be leak- and escape-proof. Animals must be able to stand up, turn around, and lie down in their carrier. Service animals are exempt from this policy. Passengers shall not intentionally misrepresent an animal in their possession as a service

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animal or service animal-in-training. (SC Code of Laws 47-3-910, et seq.; 47-1-50)

- **Packages/Strollers** – Any packages or parcels brought aboard a Greenlink vehicle must be able to be stored on and/or below one seat (if available) and must be secured so as to prevent displacement should the vehicle have to make a sudden stop or sharp turn. In no event shall any package or parcel be allowed to block access to any aisle or stairway. No person shall bring or carry aboard a Greenlink vehicle a carriage or stroller unless such item is folded and unoccupied. Carriages and strollers must remain folded while aboard the Greenlink vehicle. (49 Code of Federal Regulations 392.62)
- **Electronic Devices** – No person shall play radios, personal communication devices, tape players or any other audio device or musical instruments on a Greenlink vehicle or on Greenlink property, unless the sound produced is only audible to the device owner through earphones. (SC Code of Laws 58-23-1830(a)(2))

- **Repulsive Odors** – No person shall board or remain on a Greenlink vehicle or enter or remain on Greenlink property if the person emits/applies excessive fragrances, lotions, perfumes, colognes, or odors that disturb other Greenlink passengers or employees on the vehicle or on Greenlink property and which cause a nuisance or extreme discomfort.
- **Emergency Exit** – No person shall disrupt service by activating the “Emergency Exit” or alarm device on a Greenlink vehicle or in the transit center in the absence of an emergency. (SC Code of Laws 58-23-1830(a)(5))
- **Greenlink Seats** – No person shall place their feet on any seat of a Greenlink vehicle or on the seating in the Greenlink transit center.
- **Pornography** – No person shall read, view, expose or utilize any form of pornographic material from any media source on a Greenlink vehicle or on Greenlink property, which may be viewed or heard by others. (SC

Code of Laws 16-15-305)

- **Sleeping/Loitering** – No person shall obstruct service or use of customer amenities on Greenlink vehicles or property by laying, sleeping, dozing, occupying, or using a Greenlink vehicle or Greenlink property except for the purpose of boarding, disembarking, or waiting for a Greenlink vehicle. (SC Code of Laws 58-23-1830)
- Persons occupying Greenlink property may be required to identify their intended route and destination upon the request of a Greenlink employee. Persons who fail to identify the intended route or destination may be asked to leave the property. Persons loitering on Greenlink property longer than twenty minutes or until their bus arrives may be asked to leave the property.
- No person occupying Greenlink property for the purpose of waiting to greet passengers on any arriving Greenlink vehicle shall fail or refuse to leave the facility promptly after the arrival of the vehicle for which the person is waiting.

Section C: Refusal of Service

Greenlink encourages respect and appropriate behavior from passengers on its vehicles and in its facilities. Passengers who undertake or participate in any conduct that violates the Customer Code of Conduct policies set forth in Section A will be instructed to cease the action and warned that if the action continues, they will be asked to leave the Greenlink vehicle or property. Greenlink reserves the right to immediately refuse all Greenlink services to a passenger when necessary to protect the health and safety of other passengers and employees.

Failure to Comply – Service Exclusion & Pursuit of Charges – Passengers who repeatedly abuse the system or habitually violate Greenlink’s Customer Code of Conduct will not be allowed to continue utilizing Greenlink services. In the case of serious offenses, Greenlink may choose to contact law enforcement and press charges against the offender. Such offenses include, but are not limited to:

- Any and all activity that violates South Carolina laws
- Non-payment of fare
- Interference with the safe operation of Greenlink vehicles
- Vandalism
- Threats of violence or other verbal assaults on employees or customers
- Throwing objects at Greenlink employees, customers or Greenlink property
- Possession of weapons/hazardous items
- Blocking the movement of people or Greenlink vehicles
- Violent acts including, but not limited to, fighting, spitting, or property damage

For lesser offenses, passengers will be given warning that continued violation will result in service exclusion. If the violations continue, a passenger may be issued a Service Exclusion Notice by a supervisor. The exclusion period imposed may be longer or shorter depending on the circumstances surrounding the violation:

- 1st Offense – Verbal Warning
- 2nd Offense – 1-day service exclusion
- 3rd Offense – 7-day service exclusion
- 4th Offense – 14-day service exclusion

Fare Forfeiture – Any individual who has been excluded from service will not be entitled to any refund of unused fare media that may expire during the time of his/her exclusion.

Exclusion Appeal – Any individual who has been excluded from Greenlink services can choose to file an appeal to return to service. The Service Exclusion Notice issued to an individual shall include notice of their right to appeal the decision to the Greenlink Operations Manager or designee. The individual may file a written request to appeal within 10 days after receiving a Service Exclusion Notice. In order for the appeal to be considered, a written statement must be submitted with the request and include an explanation of:

- The circumstances leading to the service exclusion,
- An explanation for the individual’s behavior, and
- An explanation for why the service exclusion should be removed.

In the course of reviewing the appeal, Greenlink will consider various factors in making a final determination including, but not limited to, the individual’s written statement, the supervisor incident report, witness statements, video footage of the incident, and the passenger’s past conduct. Determinations will be made following an investigation into the incident.