Code of Conduct

This Code of Conduct is intended to provide reasonable rules of behavior for the benefit of all riders, staff and contractors for Marin Access. Riders are expected to follow this Code of Conduct to ensure a safe environment on all Marin Access services. Any violation of this Code, Federal, State, or local law, including but not limited to conduct described in California Penal Code Section 640 can result in arrest, fine, refusal of service, and/or ejection from the system.

- All riders must follow the directives of Marin Access staff or contractors about Marin Access policies and their enforcement.
- All riders must adhere to the policies of individual programs as stated in the respective Rider's Guide(s).
- Conduct deemed to be unacceptable behavior by riders while enrolling for Marin Access, scheduling a trip, or using the service(s) will not be tolerated and may result in the suspension of service.

Unacceptable Behavior
Examples of unacceptable behaviors are described below.

- Disruptive behavior includes screaming, yelling, banging on any surface of the vehicle, or loud cell phone conversations.
- Dangerous behavior includes any threat or action that could cause direct or indirect physical harm to the driver, vehicle or other passenger(s).
- Physical abuse includes that could cause direct or indirect physical harm to the driver, vehicle or other passenger(s).
- Verbal abuse includes any oral presentation that is offensive to a passenger, driver, or Marin Access staff.
- Failure to comply with program policies includes refusing to pay the full fare, refusing to adhere to package policies, excessive no shows or late cancellations, and excessive misuse of the Marin Access Passenger Portal.

Penalties
The penalty for dangerous/unsafe behavior or physical abuse will be determined through consultation between Marin Access and Marin Transit (or Golden Gate Transit if the behavior occurs on the regional service). The penalty will range from a warning letter to permanent suspension from the Marin Access program.

The penalty for verbal abuse or failure to comply with policy will be determined through consultation between Marin Access and Marin Transit (or Golden Gate Transit if the behavior occurs on the regional paratransit service). The penalty will range from a warning letter to temporary suspension from the Marin Access program.

Disciplinary Process
Marin Transit reserves the right to suspend service to individuals who violate any of the policies and/or rules contained herein. Our disciplinary process progresses from warnings to suspension.

- First, a rider is warned by a telephone call from Marin Access.
- If the behavior or action continues, the rider will receive a written warning with an explanation of the violation.
- Finally, if the behavior continues unchanged, Marin Access will notify the rider of a pending suspension.
- Continued infractions may warrant additional suspension.

Any step in this process may be bypassed should the behavior warrant doing so. Riders whose behavior results in multiple suspensions will receive suspensions of progressively longer length. The first suspension is 7 days in length, a second suspension is 14 days in length, and a third or additional suspension is 30 days in length. All riders have a right to appeal a suspension decision. Riders may appeal a suspension by contacting the Travel Navigators.

Failure to Comply with Program Policies
It is important that all riders adhere to all stated program policies; this ensures a safe and enjoyable experience for all and allows our operations teams to serve all riders in an efficient and equitable fashion. Learn more about the thresholds related to verbal abuse and other specific program policies below.

Verbal Abuse: Any oral presentation that is offensive to a passenger, driver, or Marin Access staff is considered unacceptable. The first infraction will result in a telephone call; the second infraction will result in a written warning, and the third infraction will result in suspension.

Refusing to Pay Full Fare: Exact fare is payable at time of boarding; riders who fail to pay the full fare are in violation of this policy. The first infraction will result in a telephone call; the second infraction will result in a written warning, and the third infraction will result in suspension.

Refusing to Adhere to Package: Passengers are limited to four carry-on bags or packages, with each package no heavier than twenty pounds; riders who attempt to board with packages that exceed this threshold are in violation of this policy. The first infraction will result in a telephone call; the second infraction will result in a written warning, and the third infraction will result in suspension.

Excessive No Shows or Late Cancellations: A No Show occurs when a rider does not board the vehicle within five minutes of the vehicle's arrival. A Late Cancellation occurs when a rider cancels a trip less than two hours before the agreed upon pick-up time. For ADA Paratransit thresholds, see the Marin Access Paratransit Rider's Guide. For discretionary programs, the 5th instance in one month will result in a telephone call; the 10th instance in one month will result in a written warning, and the 15th instance in one month will result in suspension.

Excessive Misuse of Marin Access Passenger Portal: All users must adhere to all scheduling and payment policies of the Marin Access Passenger Portal. The 5th instance in one month will result in a telephone call; the 10th instance in one month will result in a written warning, and the 15th instance in one month will result in suspension.

Appeal Process
Riders may appeal suspensions that are issued due to a third violation by contacting Marin Transit. Letters sent detailing the suspension will explain the procedure for appeals. All requests for an appeal must be received by Marin Transit within 30 days of issuance. In all cases, the appeal process will be concluded as

expeditiously as possible. Once an appeal request is received, the information provided will be reviewed by Marin Transit staff. Riders may elect to have a representative provide documentation or information on their behalf. Riders will receive a determination to their appeal via US Mail. The determination decision is final, and the appeal will be closed.

No penalties will be applied unless immediate action is required to address dangerous behavior or physical abuse. For the safety of our passengers, if you have been suspended for behavior that is illegal or potentially compromises the safety of our driver, other riders, or our equipment, your suspension will remain upheld until the appeal process can be completed.

Implied Consent
Anyone enrolling in, scheduling a ride for, or riding in a vehicle for a Marin Access program is presumed to be in agreement with Marin Access policies and the Code of Conduct.

Questions
If you have questions about the Marin Access Code of Conduct, please contact the Marin Access Travel Navigators.

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