



# Passenger Code of Conduct Policy

## **Purpose**

The El Paso Transportation Authority (ETA) is committed to providing safe, reliable, and accessible transportation for all passengers. To maintain a respectful and secure environment, all riders are expected to follow this Code of Conduct when using ETA vehicles, facilities, and services.

## **General Passenger Expectations**

- Treat ETA staff, operators, and fellow passengers with courtesy and respect.
- Follow all operator instructions and posted signage.
- Pay the proper fare and present proof of payment upon request.
- Use seating and priority areas appropriately, yielding to seniors, riders with disabilities, and those with mobility devices.

## **Prohibited Behavior**

For the safety and comfort of all, the following are not allowed on ETA vehicles, shelters, bus stops and any transit facilities owned, leased and controlled by ETA:

- Disruptive or Unsafe Conduct
- Fighting, threatening, or harassing others.
- Loud, abusive, or obscene language.
- Behavior that distracts the driver or interferes with operations.

## **Substance Use**

- Smoking, vaping, or using e-cigarettes.
- Consuming alcohol or illegal substances.
- Being under the influence to the extent of endangering oneself or others.

## **Property and Cleanliness**

- Vandalizing or damaging ETA property.
- Littering, spitting, or leaving behind trash.
- Placing feet on seats or lying across seats.

## **Safety Violations**

- Carrying weapons or hazardous materials (except as allowed by law).
- Blocking aisles, doorways, or emergency exits.
- Refusing to use securements for mobility devices, strollers, or large items when required.

## **Other Prohibited Activities**

- Playing loud music or using electronic devices without headphones.
- Soliciting, panhandling, or unauthorized commercial activity.
- Eating or drinking (unless medically necessary or in a closed container).

## **Seriously Disruptive Behavior**

Seriously disruptive behavior is defined as conduct that is violent, illegal, or poses a direct threat to the health or safety of others.

- Threats.
- Wielding a weapon.
- Physical or verbal abuse.
- Unlawful harassment including unwelcome verbal, nonverbal or physical behavior having sexual or racial connotations.
- Public intoxication.
- Trespassing.
- Voluntarily and repeatedly engaging in inappropriate behavior after prior warning..
- Bringing hazardous materials on the vehicle.
- Bodily fluids or feces released from the customer, clothing, or mobility device.
- Engaging in conduct that poses a demonstrable and direct threat to the health or safety of others, consistent with applicable public health guidance and nondiscrimination laws..
- A service animal not under the control of its handler.

A person who engages in seriously disruptive behavior may be removed from the bus or transit property immediately, have service denied without prior warning and can be subject to additional disciplinary action including law enforcement investigation.

## **Enforcement & Accountability**

- ETA staff, transit operators, transit operations management, law enforcement or security personnel retained by ETA may remove riders from vehicles and ETA facilities for violating the Code, consistent with this policy and applicable law.
- Repeated or serious violations can lead to suspension of riding privileges, subject to the Suspension of Service Policy and applicable due-process requirements.
- Illegal actions (e.g., assault, vandalism) will be reported to local law enforcement for enforcement.

## **Reporting**

If you see behavior that violates the Code, report it to any Transit Operator (driver), call ETA at 915.273.3838 or 915.533.4731 or email [director@elpasotransportationauthority.org](mailto:director@elpasotransportationauthority.org). Be prepared to provide details (bus #, location, time, description of person(s) involved).

## **Applicability**

These rules apply to all ETA services (fixed route, paratransit, and demand response services), as well as all bus stops, shelters, stations, and associated facilities.

Any repeated violation of the Code of Conduct may result in the passenger being removed from the vehicle, calling of law enforcement to take appropriate action and/or suspension from ETA service. ETA's Suspension of Service Policy attached to the Code of Conduct will govern the suspension process as well as appeals process for a suspension.

On Sun Metro property, rules and procedures established by the City of El Paso Mass Transit Department shall apply. Details are available at: <https://sunmetro.net/how-to/rules-for-riding/>

For more information, please contact ETA at 915.273.3838 or visit our website at <https://elpasotransportationauthority.org>.