I. Mission
The mission of Cleveland Area Rapid Transit (CART) is to provide public transportation for the University of Oklahoma and the citizens of Norman so they can travel safely and affordably in a customer-friendly environment.

II. Policy
CART has established this policy to promote the safety and comfort of its patrons, to facilitate the proper use of transit facilities and services, to protect transit facilities and employees, to assure the payment of fares and to ensure that transit vehicles and facilities are safe, welcoming and provide equitable access for transit passengers. Responses to inappropriate and/or illegal conduct are outlined within this policy.

III. Overview and Definitions
No individual may engage in inappropriate conduct on, at or in transit facilities, including at transfer points, in shelters, at bus stops, and at administrative, operational and maintenance facilities, or on vehicles used to provide fixed-route or paratransit bus services.

Inappropriate conduct includes any individual or group activity that is seriously disruptive, harassing, threatening or injurious to individuals lawfully using transit facilities or services. Inappropriate conduct also may constitute a violation of an ordinance or criminal law. The fact that an individual is or is not charged or convicted of an incident of inappropriate conduct does not bar investigation and/or exclusion under this policy.

The term CART means Cleveland Area Rapid Transit and any of its service units such as fixed-route bus service and/or CARTaccess paratransit services.

“Public transportation services” shall be in accordance with the definition of public transportation in 69 O.S. § 4005 (4), 2010 together with vanpools, fixed-route, paratransit, ferry, or other transit services, whether operated by CART or any governmental agency, private person, firm or corporation contracting with CART or its agents.

“Employee” shall mean any part-time or full-time, temporary or regular, exempt or non-exempt, person, including an intern, contracted party, or agent who is compensated to provide CART services by wages, salary, or other remuneration.

“Facilities and properties” means all property and equipment of CART, including, without limitation, park-and-ride lots, transit centers, bus shelters, street furniture, public streets and sidewalks, inside and outside areas of CART property, lands, interest in lands, air rights over lands, and rights of way of all kinds that are owned, leased, held, or used by CART for the purpose of providing public transportation services.

IV. Level I - Inappropriate Conduct using Transit Services, Facilities and Properties
For any of the following inappropriate conduct on buses, persons will be given a first verbal warning not to engage in the conduct. If the customer does not comply with the warning, an employee is authorized and may elect to ask the patron to leave the vehicle. Any individual, who declines to leave a bus after being asked to do so by the employee, may be subject to arrest and prosecution for trespassing and/or disorderly conduct. Continuous repeat infractions may result in
exclusion from all transit services, facilities and properties for not less than 15 days or more than six months. See Section VII, Exclusion Procedure.

Level I violations include, but are not limited to:

- Boarding unattended minors: children 6 years of age and under must be closely accompanied at all times by an older responsible individual.
- Standing in front of the yellow line at the front of the bus near the driver’s seat.
- Having distracting conversations with bus operators.
- Roller-skating, roller-blading, or skateboarding while using transit services, facilities and properties.
- Hanging or swinging from stanchions or other bus equipment with feet off the floor.
- Hanging out, reaching out, or putting anything out of bus windows.
- Refusal to present valid ID to authorized staff when requesting special patron privileges.
- Willfully refusing to present valid, unexpired pass or otherwise failing to pay the appropriate fare.
- Eating on transit vehicles or in prohibited areas of facilities and properties; transportation and consumption of beverages on transit vehicles is permitted when the beverage is in a reusable, leak-proof container with a resealing lid; no glass containers.
- Using a media playing device (e.g. portable radio, laptop, tablet, CD player, TV, etc.), unless such equipment is used with earphones so that sound is limited to person’s self and not disturbing others.
- Engaging in indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct under circumstances in which such conduct tends to cause or provoke a disturbance. This is not intended to prohibit ordinary conversation between passengers in normal conversational tones.
- Exhibiting inappropriate personal hygiene (i.e., an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers).
- Engaging in unauthorized canvassing, selling, soliciting or distributing any material on transit services, facilities and properties.
- Changing a diaper on transit services, facilities and properties, with the exception of public restroom facilities.
- Soliciting or panhandling at or on transit services, facilities and properties.
- Loitering on transit services, facilities and properties.
- Entering or remaining upon any non-public areas of facilities and properties, including but not limited to staging areas, work areas and equipment rooms, except when authorized by an employee.
- Not wearing shoes or shirt, with the exception of non-ambulatory passengers or infants that are being carried.
- Bringing any un-caged animal on transit services, facilities and properties, except service animals that assist those with disabilities. Caged animals must fit on customer’s lap.
• Bringing on-board any large articles, packages, baggage, non-collapsible carts, strollers or baby buggies which block the aisle and restrict the free movement of passengers.

• Otherwise disorderly or inappropriate conduct at or on facilities and properties that is inconsistent with the orderly and comfortable use of its intended purpose.

V. Level II - Inappropriate Conduct using Transit Services, Facilities and Properties

The following conduct is prohibited in all facilities and properties, including but not limited to buses, transfer points, park-and-ride lots, bus stops and bus shelters, except as specifically limited below. Any individual observed engaging in the conduct may be told by an employee to leave the facilities immediately and may be subject to arrest by proper authorities. Any employee is authorized to request police assistance if necessary. These offenses may cause an individual to be excluded from all transit services, facilities and properties for not less than six months or more than 12 months. See Section VII, Exclusion Procedure; further legal action may be taken as applicable and appropriate. Level II violations include, but are not limited to:

• Defacing, destroying or otherwise vandalizing transit services, facilities and properties.

• Misuse of fare media.

• Missing scheduled paratransit trips by not showing and/or failing to cancel three or more trips, no later than one hour before the scheduled trip, during any 60-day period provided that trips missed for reasons beyond his or her control shall not be a basis for determining that such a pattern or practice exists.

• Drinking alcoholic beverages or possessing open containers of alcoholic beverages.

• Use of chewing tobacco except at a designated place; use of any nicotine or smoking device which causes any smoke, mist, vapor or the like to be emitted through its use, within 25 feet of any transit vehicle, shelter, or other public transportation facility, or within 25 feet of any entrance, window, or air intake opening of CART facilities; smoking or carrying a lighted or smoldering pipe, cigar, or cigarette within 25 feet of any transit vehicle, shelter or other public transportation facility, or within 25 feet of any entrance, window, or air intake opening of CART facilities. This includes all facilities and lands owned by the University of Oklahoma and the State of Oklahoma.

• Bringing any items of a dangerous nature on transit facilities and properties including: flammable liquids; explosives, acid, toxic or poisonous substances; a vessel containing caustic materials, chemicals, alkalis or other article or material likely to cause harm to others; fishing rods which are not broken down or have unsecured or exposed hooks or lures; lawn or yard equipment; sheet glass and sharp objects.

• Refusing to use appropriate safety restraints (when applicable) on transit vehicles; or refusal to secure mobility device on fixed-route or paratransit service.

• Committing any act that is disorderly or may create or incite to provoke a violent reaction of fear, anger or apprehension. Acts included but are not limited to: (a) fighting, disorderly, inebriated or drunken, or under the influence of narcotics; (b) use of epithets, abusive or profane language; (c) conduct that is indecent, profane, or obscene; and (d) otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit facilities for their intended purpose.

• Causing sounds that are unreasonable and highly disruptive of other individuals using CART facilities and properties, including but not limited to prolonged loud, abusive, indecent, or profane language.

• Otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit facilities for their intended purpose.
VI. Level III - Inappropriate Conduct/Emergency Situations

The following conduct in or at CART facilities and properties may be cause for police intervention, arrest and/or prosecution. An emergency situation can be defined as any situation in which an individual’s actions present an imminent danger to the life or safety of him/herself or others, or to CART facilities and properties. Employees are authorized to request police assistance. An individual found to have engaged in any of the following activities will be excluded from all transit services, facilities and properties for a minimum of 12 months pursuant to Section VII, Exclusion Procedure. Level III violations include, but are not limited to:

- Use of counterfeit or stolen fare media.
- Falsely representing oneself as eligible for a special or reduced fare or obtaining any permit or pass related to the transit system by making a false representation.
- Manufacturing, selling, delivering, or possessing with the intent to manufacture, sell, or deliver a controlled substance or one who sells or distributes any controlled substance or counterfeit substance on facilities or properties.
- Violating any federal, state, or municipal civil and criminal laws.
- Engaging in or soliciting sexual activity on facilities or properties.
- Assault and battery or threat of assault.
- Indecent exposure.
- Spitting, urinating or defecating on facilities and properties, with the exception of proper use of public restroom facilities.
- Stealing or willfully damaging, defacing or destroying facilities and properties.
- Entering or remaining on facilities and properties after having been notified by an employee to leave, or boarding or remaining on facilities and properties during the period when an individual has been banned from the premises.
- Obstructing or interfering with the safe operation of the transit vehicles, facilities or properties.
- Lighting an incendiary device (e.g. match, lighter, torch) except that nothing herein shall prevent a person from carrying a cigarette, cigar, or pipe.

VII. Exclusion Procedures

Once it has been determined that there have been serious incidents of inappropriate conduct by an individual, as described in Levels II and III, or repeated Level I violations, and it is determined that the individual involved should be excluded from transit services, facilities and properties or that conditions should be placed on the individual’s continued use thereof, the transit operations manager, or other assigned designee will issue, or cause to be issued, to the individual involved a written exclusion letter from CART via registered mail with return receipt requested. The letter shall indicate the reasons for the exclusion, the time period of the exclusion, and the facilities and/or services to which the exclusion order applies. If continued use of transit facilities and or properties is made subject to safety conditions or restrictions (e.g. presence of a parent or guardian in the case of a juvenile; accompaniment by a personal care attendant or aide), a conditional exclusion letter may be issued specifying that the individual will be subject to exclusion unless the imposed restrictions are complied with. The letter shall also advise the individual of his/her right to appeal the decision and include a copy of the appeal procedure. Level 1 - minimum 15 days but no more than six months from all transit services and facilities Level 2 - minimum six months but no more than 12 months from all transit services and facilities Level 3 - minimum 12 months from all transit services and facilities.
Non-Compliance with Exclusion Order: Trespassing
If an individual subject to an exclusion order enters the specified facilities or services before the return date listed in the exclusion letter, police may be called and the individual may be subject to further action up to and including arrest for trespassing.

VIII. Appeal Procedures

Any appeal by or on behalf of the party subject to an exclusion order shall be submitted in writing to the Transit Exclusion Appeals Board within 10 calendar days after receipt of notice to:

CART
Transit Exclusion Appeals Board
510 E. Chesapeake Street
Norman, OK 73019

The communication shall state with specificity the grounds for the appeal. The Appeals Board shall hold a hearing within 30 days after the appeal notice has been filed. Notice of the hearing, including a statement of the time, place and nature of the hearing, shall be mailed to the aggrieved party at least 10 days prior to the hearing. Exclusion orders for Level I violations shall be stayed pending appeal to the Appeals Board. Exclusion orders for Level II and Level III violations shall not be stayed pending an appeal, unless the Appeals Board finds that a stay is warranted and necessary under the particular circumstances. A request for stay shall be made in writing by the aggrieved party stating the specific reasons for the request. The Appeals Board consists of individuals appointed by the director of Parking and Transportation Services at the University of Oklahoma.

Hearing - At the hearing, the appellant may be represented by counsel, may present evidence, and may call and examine witnesses and cross-examine witnesses of the other party. The Appeals Board shall review any evidence deemed necessary or relevant to the violation at the hearing. The Appeals Board may be recorded on tape.

Decision - Within 30 days of the completion of the hearing, the Appeals Board shall issue a written decision stating the reasons therefore. The board shall make a finding on whether it is more probable than not that the excluded individual engaged in the conduct which was the basis for the exclusion. Based on testimony and the evidence in the record, the board shall have the power to affirm or reverse the written determination or to remand it to the transit operation manager with instructions for reconsideration consistent with its decision. The decision, except for remand, shall be a final determination for the purpose of judicial review.

Director, Parking and Transportation Services
The University of Oklahoma, Norman, Oklahoma