

This Code of Conduct is intended to provide reasonable rules of behavior for the benefit of all clients, staff and contractors for Marin Access. Clients 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 clients must follow the directives of Marin Access staff or contractors about Marin Access policies and their enforcement.
- » All clients must adhere to the policies of individual programs as stated in the respective Rider's Guide(s).
- » Conduct deemed to be unacceptable behavior by clients 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

Type of Behavior	Examples	Penalty
Disruptive Behavior	<ul style="list-style-type: none"> » Screaming » Yelling » Banging on any surface of the vehicle » Loud cell phone conversations 	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.
Dangerous Behavior	Any threat or action that could cause direct or indirect physical harm to the driver, vehicle or other passenger(s)	
Physical Abuse	Any action that may cause direct or indirect physical harm to a passenger, driver, or Marin Access staff	
Verbal Abuse	Any oral presentation that is offensive to a passenger, driver, or Marin Access staff	
Failure to Comply with Program Policies	<ul style="list-style-type: none"> » Refusing to pay full fare » Refusing to adhere to package policies » Excessive no shows or late cancellations on Catch-A-Ride, Dial-A-Ride, or Connect » Excessive misuse of Marin Access Passenger Portal 	

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 suspensions.

Any step in this process may be bypassed should the behavior warrant doing so. All clients have a right to appeal a suspension decision. Clients may appeal a suspension by contacting the Travel Navigators.

Suspension	Length of Suspension
First Infraction	7 day suspension
Second Infraction	14 day suspension
Third Infraction or More	30 day suspension

Failure to Comply with Program Policies

It is important that all clients 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. Use the table below to learn more about the thresholds related to verbal abuse and other specific program policies.

Type of Behavior	Policy	Infraction	Step in Disciplinary Process
Verbal Abuse	Any oral presentation that is offensive to a passenger, driver, or Marin Access staff is considered unacceptable.	First Infraction	Step 1: Telephone Call
		Second Infraction	Step 2: Written Warning
		Third Infraction	Step 3: Suspension
Refusing to Pay Full Fare	Exact fare is payable at time of boarding.	First Infraction	Step 1: Telephone Call
		Second Infraction	Step 2: Written Warning
		Third Infraction	Step 3: Suspension
Refusing to Adhere to Package Policies	Passengers are limited to four carry-on bags or packages, with each package no heavier than twenty pounds.	First Infraction	Step 1: Telephone Call
		Second Infraction	Step 2: Written Warning
		Third Infraction	Step 3: Suspension
Excessive No Shows or Late Cancellations on Catch-A-Ride, Dial-A-Ride, or Connect	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.	At the 5th instance in one month	Step 1: Telephone Call
		At the 10th instance in one month	Step 2: Written Warning
		At the 15th instance in one month	Step 3: Suspension
Excessive misuse of Marin Access Passenger Portal	All users must adhere to all scheduling and payment policies of the Marin Access Passenger Portal.	At the 5th instance in one month	Step 1: Telephone Call
		At the 10th instance in one month	Step 2: Written Warning
		At the 15th instance in one month	Step 3: 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.