



## CODE OF CONDUCT

*A Code of Conduct is a set of rules outlining the expected behaviour between two parties when they interact. TransAction Associates, as a contractor for the Town of Acton and CrossTown Connect, strives to create an environment that is focused on the customer and their experience.*

*Feedback is always welcome and can be submitted through <https://www.crosstownconnect.org/>. All feedback will receive a response.*

**TransAction Associates supports a workplace that is conducive to personal safety and security, and is free from intimidation, threats, or violent acts. Please understand that while it is our pleasure to serve your transportation needs, participation in CrossTown Connect services is a privilege. In the interest of providing a safe and pleasant environment for passengers and employees, all passengers must abide by this Code of Conduct. Failure to abide by the code of conduct may result in removal and suspension from the service.**

**Common courtesy and safe behavior are expected on the vehicle. All passengers will:**

1. Wear appropriate clothing, including shirt and shoes.
2. Remain behind the yellow line and stay seated or secure until the bus comes to a complete stop.
3. Keep all conversations, cell phone or electronic devices at a reasonable volume.
4. Keep service animals under their full control. Service animals are welcome on the vehicle and pets in carriers will be considered on a case-by-case basis.
5. Refrain from eating food or beverages on the bus. Water is permitted.
6. Be ready fifteen minutes before their scheduled pick-up time.
7. Maintain sanitary practices in order to keep the vehicle clean and all of the passengers comfortable and safe.

**The following are prohibited at all times when interacting with Dispatch, Drivers, and other passengers:**

1. Foul, abusive, or threatening language.
2. Verbal abuse of employees or other riders.
3. Intimidation of the driver or other passengers.
4. Conduct that delays or disrupts transportation services.
5. Harassment, including repeated phone calls or communications to dispatch or to drivers.
6. Sexual or other unprivileged advances toward drivers or other riders.
7. Threatening or lewd behavior, physical violence, or destruction of property.
8. Riding under the influence of alcohol or drugs.
9. Excessive noise.
10. Disturbing other passengers.
11. Smoking and/or use of any tobacco products.



**Any person engaging in prohibited conduct may receive a verbal warning to cease that conduct.**

**When there is any concern for safety the result will be an immediate ejection from the vehicle at the discretion of the driver. Passengers ejected from the vehicle will be subject to suspension of riding privileges while the incident is reviewed.**

**If a passenger refuses to exit the vehicle upon request by the driver, the driver will contact the Police Department for assistance and remain parked pending arrival of a Police Officer.**

**Upon review of any incident(s), the Town of Acton and the CrossTown Connect Director retain the authority to suspend or terminate riding privileges of any passenger to include seeking a barment letter from the Police Department.**

**Please know that Dispatchers may, at their discretion, terminate a call that violates the policy. If it becomes necessary CrossTown Connect may block a caller's phone number who is violating the policy.**

**In addition to the consequences outlined above, criminal conduct will be reported to the appropriate authority.**

**CrossTown Connect reserves the right to further modify these rules at any time.**