



# Customer Code of Conduct

## RECOMMENDED REVISIONS AND AMENDMENTS SIDE-BY-SIDE COMPARISON

In 2016, RTD’s Board of Directors approved the agency’s first-ever comprehensive list of rules and prohibited conduct on the transit system. In 2020, amendments to the Customer Code of Conduct were drafted and approved for implementation. Following an internal staff review that began in 2022, additional revisions were identified and are now being proposed to the community for consideration. **The latest round of revisions simplifies the existing guidelines and emphasizes respect for other customers, RTD’s vehicles, facilities, and employees.**

The table below outlines recommended revisions and amendments to RTD’s current Customer Code of Conduct. All feedback received during the two-month outreach and engagement process will be compiled and shared with RTD’s Board of Directors prior to their June meeting cycle. Feedback will be incorporated into a recommended action for the Board’s consideration. More information is available online at [rtd-denver.com/respecttheride](http://rtd-denver.com/respecttheride).

**UPDATED: April 3, 2023**

<b>Customer Code of Conduct</b> Approved: December 2016 Amended: July 2020	<b>Proposed Action</b>	<b>Staff Recommended Revisions and Amendments</b> April 2023
<b>Fares / Locations</b>		
1. <del>Being within any RTD fare-paid zone without prior payment of the proper fare.</del>	<b>Revise</b>	Being within any RTD fare-paid area without prior payment of the proper fare.
2. <del>Riding an RTD vehicle without proper fare or complying with RTD fare payment management systems (including but not limited to: failure to obtain and keep evidence of payment such as transfers and tickets; failure to validate a mobile ticket; and failure to tap smart card media in accordance with RTD procedures).</del>	<b>Revise</b>	Failing to possess or purchase valid fare when accessing RTD’s transit services. Riding an RTD vehicle without proper fare or complying with RTD fare payment management systems (including but not limited to failure to obtain and keep evidence of payment such as transfers and tickets; failure to validate a mobile ticket; and failure to tap smart card media in accordance with RTD procedures).
3. <del>Failing to possess or to purchase, upon request, valid fare when at an RTD transportation facility or station, or failure to validate a mobile ticket prior to boarding an RTD vehicle.</del>	<b>Remove</b>  Combine with #2	
4. Failing to obey any request from RTD to stand behind warning strips (including yellow tactile strips) or within other safe locations on RTD vehicles or property.	<b>No revisions</b>	
5. <del>Failing to leave an RTD vehicle once fare has expired or upon reaching the fare zone for which fare was purchased.</del>	<b>Revise</b>	Failing to exit an RTD vehicle once fare media has expired or upon reaching its final destination.
6. <del>Unauthorized presence in or on any RTD vehicle, facility, or property after hours of operation or after the vehicle has reached its final destination.</del>	<b>Revise</b>	Unauthorized presence in or on any RTD vehicle, facility, or property after hours of operation.
7. Unauthorized presence on any RTD property that is not open to the public.	<b>No revisions</b>	
8. Crossing RTD rail tracks at any location other than at a traffic- or pedestrian-controlled intersection or at a designated pedestrian crossing.	<b>No revisions</b>	

<p>9. Violating the terms of or failing to have possession of an RTD Facilities Vendor License or Use Permit when required. Commercial activity and certain other activities that, for example, involve use of equipment or may attract large crowds require such a license or permit.</p>	<p><b>No revisions</b></p>	
<p><b>Smoking / Eating / Drinking / Littering</b></p>		
<p>10. Smoking or vaping any substance including but not limited to tobacco (as defined in the Colorado Clean Indoor Air Act), or use of chewing tobacco, on any RTD vehicle or within any prohibited area. "Prohibited area" for purposes of this rule includes:</p> <ul style="list-style-type: none"> <li>a. Any RTD facility or property where smoking is prohibited by state or local law.</li> <li>b. Any indoor RTD facility.</li> <li>c. Any outdoor or enclosed RTD facility or property where "no smoking" signs are posted.</li> <li>d. The area within a radius of 15 feet of the main entry or doorway to an indoor RTD facility.</li> </ul>	<p><b>No revisions</b></p>	
<p>11. Consuming any alcoholic beverage or marijuana or possessing an open container of any alcoholic beverage or marijuana in or on any RTD vehicle, facility, or property.</p>	<p><b>No revisions</b></p>	
<p>12. <del>Eating on any RTD vehicle unless and solely to the extent that it is medically necessary.</del></p>	<p><b>Revise</b></p>	<p>Bringing open food or beverage containers onto RTD vehicles. Food must be kept in a sealed or resealable containers, and beverages must be sealed or in a spill-proof container. Eating on any RTD vehicle is only allowable to the extent that it is medically necessary.</p>
<p>13. <del>Drinking any beverage without a lid on any RTD vehicle.</del></p>	<p><b>Remove</b> Combine with #12</p>	
<p>14. Distributing or posting handbills on RTD vehicles or property, or on vehicles parked on RTD property, except as otherwise authorized by <a href="#">RTD's Facilities Use Policy</a>.</p>	<p><b>No revisions</b></p>	
<p>15. Littering (including spilled food or liquids).</p>	<p><b>No revisions</b></p>	
<p><b>Disturbances</b></p>		
<p>16. <del>Exhibiting disruptive behavior that disturbs the reasonable comfort of other passengers or RTD personnel, including but not limited to disruptively loud talking or mobile phone use (use of mobile phone speakers is prohibited).</del></p>	<p><b>Revise</b></p>	<p>Exhibiting disruptive behavior that disturbs the reasonable comfort of other customers or RTD personnel.</p>
<p>17. Operating any device used to listen to music or other sound (other than a mobile phone when being used for communications) without earphones or at such a loudness level that the sound causes a disturbance.</p>	<p><b>No revisions</b></p>	
<p>18. Use of a bull horn or similar device to willfully disrupt the provision of transit services or public safety.</p>	<p><b>No revisions</b></p>	
<p>19. Soliciting or otherwise engaging in unwanted conversation with any other person while such person is a captive audience (i.e., while standing in line for or riding in a vehicle).</p>	<p><b>No revisions</b></p>	

20. Engaging in activities not authorized by <a href="#">RTD's Facilities Use Policy</a> .	<b>No revisions</b>	
	<b>New addition</b>	Engaging in harassment, sexual harassment, or bullying. This includes offensive behavior, unwelcome conduct of a sexual nature, or abusive, repeated conduct directed toward an individual because of their sex, race, color, national origin, religion, marital status, sexual orientation, gender identity, pregnancy, ancestry, age, military status, disability, genetic information, or any other status protected by law.
	<b>New addition</b>	Engaging in language that is violent, profane, or calculated to provoke a breach of the peace. This includes but is not limited to fighting words or threatening language that causes others to fear for their safety.
<b>Occupancy</b>		
21. <del>Taking any animal into an RTD indoor facility, onto a vehicle or within a fare paid zone unless: (1) the animal is intended and trained to assist a person with a disability; (2) the animal is in training to assist a person with a disability; or (3) the animal is in an appropriate animal carrier (including locked, standard commercial containers in the underfloor luggage bays of regional bus coaches). All dogs must have proof of current vaccinations required by the local jurisdictions in which the animals are traveling.</del>	<b>Revise</b>	Taking any animal into an RTD indoor facility, onto a vehicle or within a fare paid area unless: (1) the animal is intended and trained to assist a person with a disability; (2) the animal is in training to assist a person with a disability; or (3) the animal is in an appropriate animal carrier (including locked, standard commercial containers in the underfloor luggage bays of regional bus coaches). All animals must have proof of current vaccinations required by the local jurisdictions in which the animals are traveling.
22. <del>Obstructing passengers with disabilities from accessing features necessary to enable passengers with disabilities to use transit services such as ramps, lifts, and high blocks.</del>	<b>Revise</b>	Obstructing customers with disabilities from accessing features necessary to use transit services such as ramps, lifts, assigned seating areas, and high blocks.
23. <del>Possessing or transporting articles, baggage, or packages (except mobility aids) that restrict the safe movement of passengers on or around transit vehicles or otherwise disrupting the use of transit.</del>	<b>Revise</b>	Possessing or transporting large items that restrict the reasonable and safe movement of customers on or around transit vehicles and facilities.
24. <del>Possessing or transporting any flammable liquid, combustible material, or other dangerous or hazardous item or substance such as gasoline, kerosene, or propane, including in a canister or machinery. These items are also prohibited: car batteries; dollies; full-size grocery carts; and large furniture items.</del>	<b>Revise</b>	Possessing or transporting any flammable liquid, combustible material, or other dangerous or hazardous item or substance such as gasoline, kerosene, or propane, including in a canister or machinery.
25. Carrying any weapon, dangerous instrument (including but not limited to switchblade knife, gravity knife, box cutter, straight razor, razor blade not wrapped or enclosed in a protective covering, or sword), or any other item intended for use as a weapon, except to the extent and in the manner authorized by law. Legal firearms may be carried if they are unloaded and carried in an enclosed container that completely conceals the item from view and identification as a weapon. This paragraph does not apply to law enforcement personnel or to persons to whom a concealed-carry license for such weapon has been duly issued and is in force.	<b>No revisions</b>	
26. Writing, marking, scribbling, defacing, or causing destruction on or to any RTD vehicle or property in any manner.	<b>No revisions</b>	

27. <del>Intentionally occupying more than one seat of an RTD vehicle or facility (subject to ADA reasonable modification; see Code Section IV).</del>	<b>Revise</b>	Intentionally occupying more than one seat of an RTD vehicle or facility when seating is limited, and customer demand is high. This section is subject to ADA reasonable modification; see Code Section IV.
28. <del>Sleeping or dozing where such activity may cause concern for the person's wellbeing. In these cases, RTD may conduct a wellness check.</del>	<b>Remove</b>	
29. <del>Entering or remaining on RTD property or vehicle while a person is so severely impaired by the consumption of alcohol or by the taking of any drugs that the person is unable to function safely in the environment of a transit system.</del>	<b>Revise</b>	Entering or remaining in an RTD vehicle or facility while significantly and severely impaired by the consumption of alcohol or the use of drugs, thus impacting the ability to safety function in a transit system environment.
30. Camping without a permit.	<b>No revisions</b>	
31. Storing personal property (except for designated areas such as bike lockers/racks when using transit) without a permit.	<b>No revisions</b>	
32. Occupying or traversing landscaped areas (other than lawns intended for public use).	<b>No revisions</b>	
33. <del>Blocking or impeding the movement of another person or blocking a seat or an aisle, elevator, escalator, pathway, door, or stairway with one's body (sitting, standing, or lying down) or any object (except a mobility aid), or interfering with the operations or facilities maintenance in a way that poses a danger, unreasonably impedes a patron's movement or ability to sit or displaces a person (subject to ADA reasonable modification; see Code Section 4).</del>	<b>Revise</b>	Blocking or impeding the safe and convenient boarding, exiting, or use of an aisle, elevator, escalator, pathway, door, or stairway. Interfering with the operations or facilities maintenance in a way that poses a danger or unreasonably impedes a customer's movement (subject to ADA reasonable modification; see Code Section 4).
34. Failing to clear a designated wheelchair/mobility device area upon request.	<b>No revisions</b>	
35. <del>Impeding the safe boarding or exiting of passengers or restricting the opening or closing of doors.</del>	<b>Remove</b> Combine with #33	
36. <del>Unplugging a plug already being used in an electrical or data outlet, in any RTD vehicle or facility, to charge a personal device.</del>	<b>Revise</b>	Unplugging a data or electrical plug already being used in an RTD vehicle or facility.
	<b>New addition</b>	Occupying or remaining on RTD property where the totality of the circumstances indicates that an individual is not using RTD services, contracting lawful business, engaging in protected speech, or otherwise exercising a fundamental right.
<b>Wheeled Devices</b>		
37. <del>Using or riding a skateboard, inline or roller skates, bicycle, scooter, Segway, hoverboard, or other wheeled personal transportation device (unless used as a mobility aid for an individual with a disability) in or on any RTD vehicle, facility, or property (strollers, non-ridden and non-straddled bicycles, and wheeled luggage are permitted).</del>	<b>Revise</b>	Riding a skateboard, inline or roller skates, bicycle, scooter, Segway, hoverboard, or other wheeled personal transportation device (unless used as a mobility aid for an individual with a disability) in or on any RTD vehicle, facility, or property. Strollers, non-ridden and non-straddled bicycles, and wheeled luggage are permitted.
38. <del>Using any wheeled device unsafely (i.e., in a manner that could cause injury to the rider or other patrons).</del>	<b>Revise</b>	Using any wheeled device in an unsafe manner that could cause injury to others.

39. Placing a bicycle on any RTD vehicle in other than designated locations or without staying next to the bicycle.	<b>No revisions</b>	
<b>Sanitation</b>		
40. Bathing or washing clothes in RTD restrooms.	<b>No revisions</b>	
41. Leaving needles in RTD restrooms except in designated Sharps Disposal Containers.	<b>No revisions</b>	
42. Failure to wear footwear, shirts/tops, and pants/shorts/skirts on or in any RTD vehicle or facility (subject to ADA reasonable modification; see Code Section 4).	<b>No revisions</b>	
43. Putting shoes/feet up on any seat in an RTD facility or vehicle.	<b>No revisions</b>	
44. <del>Intentionally soiling any seat or other area (other than designated trash receptacles) with liquids, soils, greases, oils, foods, litter, urine, feces, other bodily fluids, or any other substances.</del>	<b>Revise</b>	Spitting or intentionally soiling any seat or other area (other than designated trash receptacles) with liquids, soils, greases, oils, foods, litter, urine, feces, bodily fluids, or any other substances.
45. Intentionally causing a repulsive odor so extreme and unavoidable that it causes a nuisance, unreasonably interferes with the use, operation, or enjoyment of an RTD vehicle or facility, or creates a direct threat or unsafe condition. (subject to ADA reasonable modification; see Code Section 4).	<b>No revisions</b>	
46. <del>Spitting, urinating, or defecating other than in facilities intended for such purposes.</del>	<b>Remove</b> Combine with #44	
47. <del>Engaging in public nudity or exposing one's anus or genitals.</del>	<b>Revise</b>	Engaging in public nudity or exposing genitals.
<b>Other Prohibited or Illegal Activity</b>		
48. Any illegal activity under any applicable federal, state, or local law, ordinance, or regulation, including but not limited to assault; menacing; theft; possession of illegal drugs; counterfeiting; littering; vandalism; hindering public transportation (CRS 18-9-114); and endangering public transportation (CRS 18-9-115).	<b>No revisions</b>	
49. Failure to comply with a reasonable request from an RTD employee or representative related to RTD operational policies.	<b>No revisions</b>	

\*The section numbering used in this document reflects RTD's [current Customer Code of Conduct](#). It is important to note that the [Respect the Ride proposed amendments posted online](#) do not include any of the current sections that are recommended for removal, so the overall numbering in that document is different.

**UPDATED: April 3, 2023**