

Customer Code of Conduct

Operations Committee

March 16, 2006



Metro

Customer Code of Conduct

Board suggested staff consider a
Customer Code of Conduct:

- Purpose: to consolidate Metro policies, rules & Penal Code
- Benefits:
 - LASD tool for standardized & simplified enforcement
 - Customer convenience, education, & support to provide maximum quality service

Customer Code of Conduct

Benefits Cont'd:

- Support the work of Operators & Maintenance personnel
- Potential reduction of costs through reduced violations
- Greater efficiency

Status:

- Preliminary draft developed based on review of Penal Code, Metro policies and other agencies policies

Customer Code of Conduct Topics

<u>CONDUCT</u>		
Animals	Defacing Property	Odors
Bicycles and Skates	Disorderly Conduct	Parking and Metro System Facilities
Boarding, Exiting and Seating	Eating, Drinking, Smoking, Alcohol and Drugs	Photography and Recording
Blocking	Emergencies	Safety
Carts and Strollers	Littering	Signs or Materials
Children	Loitering	Solicitation
Commercial Activity	Lost and Found	Weapons
Civility, Compliance and Cooperation	Noise	
<u>FARES</u>		
<u>ENFORCEMENT</u>		



Enforcement of Code

- Enforcement of Code by ejection and suspension from System by Metro
- Use in-house administrative hearing process for appeals similar to current process for parking tickets (possible small cost to Metro).
- Additional legislation is necessary to allow Metro to impose fines

Customer Code of Conduct

Next Steps:

- Internal review
- Present draft to Board for approval in FY 06
- Public comment period
- Present final to Board for approval
- Work with Communications Department to publish & carry out bilingual marketing plan
- Present to LASD & others as appropriate