

E & H Line notification

Light Rail maintenance work on the E and H lines through October 2023. Delays and changes to frequencies are expected to accommodate work being performed.

Check the [Service Disruptions](https://www.rtd-denver.com/services/rail/service-disruption) page for further information. (<https://www.rtd-denver.com/services/rail/service-disruption>)



[TOOLS](#)

[MENU](#)

(/)

CUSTOMER CODE OF CONDUCT

[RESPECT THE RIDE \(HTTPS://WWW.RTD-DENVER.COM/RIDER-INFO/MORE-RIDER-INFO/RESPECT-THE-RIDE\)](https://www.rtd-denver.com/rider-info/more-rider-info/respect-the-ride)

[CODE OF CONDUCT \(/RIDER-INFO/SAFETY-AND-SECURITY/CODE-OF-CONDUCT\)](/rider-info/safety-and-security/code-of-conduct)

[TRANSIT WATCH \(/RIDER-INFO/SAFETY-AND-SECURITY/PARTNERS-SAFETY/TRANSIT-WATCH\)](/rider-info/safety-and-security/partners-safety/transit-watch)

[SUICIDE PREVENTION \(/RIDER-INFO/SAFETY-AND-SECURITY/PARTNERS-SAFETY/SUICIDE-PREVENTION\)](/rider-info/safety-and-security/partners-safety/suicide-prevention)

[TRANSIT POLICE \(/RIDER-INFO/SAFETY-AND-SECURITY/RTD-TRANSIT-POLICE\)](/rider-info/safety-and-security/rtd-transit-police)

[SERVICE SUSPENSION \(HTTPS://WWW.RTD-DENVER.COM/RIDER-INFO/SAFETY-AND-SECURITY/SERVICE-SUSPENSION-POLICY\)](https://www.rtd-denver.com/rider-info/safety-and-security/service-suspension-policy)

[CAREERS \(/RIDER-INFO/MORE-RIDER-INFO/SAFETY-AND-SECURITY/TRANSIT-POLICE-CAREERS\)](/rider-info/more-rider-info/safety-and-security/transit-police-careers)

[Home \(/\)](#) > [Rider Info \(/rider-info\)](/rider-info) > [Safety and Security \(/rider-info/safety-and-security\)](/rider-info/safety-and-security) > Customer Code of Conduct

The Regional Transportation District makes lives better through connections, whether that is connecting a customer with their final destination or the connections that happen with others on the system. To support all types of connections, RTD asks its customers to follow a set of behavioral guidelines called Respect the Ride.

Respect the Ride focuses on providing a safe, convenient, and enjoyable experience for all customers, while also discouraging disruptive or antisocial behaviors.

Being respectful of other customers and considerate to RTD's employees does not take more than common courtesy.

PURPOSE:

RTD strives to ensure that everyone is treated fairly and has equal access to transportation. In order to provide for the safety, convenience, and comfort of all persons, RTD has established this Code of Conduct (Code) setting forth rules prohibiting certain conduct that may adversely affect use, operation, or occupancy of RTD vehicles (including RTD buses, Access-a-Ride vehicles, FlexRide vehicles, light rail vehicles, and commuter rail vehicles), facilities (including bus and rail stations, parking facilities, bus stops, bus shelters, plazas and fountains, and administrative, operational, and maintenance facilities), or property.

Prior to enforcement, RTD will make every attempt to first educate a person on conduct prohibited by this Code. However, any person who engages in prohibited conduct may be subject to enforcement ranging from a verbal or written warning, immediate suspension, or a criminal citation (see Section 5: "Enforcement").

Conduct prohibited by this Code is subject to reasonable modification under the Americans with Disabilities Act (see Section 4: "The ADA and Reasonable Modification").

AUTHORITY:

This Code of Conduct was initially approved on December 20, 2016, by RTD's Board of Directors and thereafter amended on July 21, 2020, and June 27, 2023.

PROHIBITED CONDUCT:

Respect the Ride focuses on providing a safe, convenient, and enjoyable experience for all customers, while also discouraging disruptive or antisocial behaviors. **Individuals are prohibited from committing, attempting to commit, or assisting any other person or combination of persons to commit, the following acts or behaviors in or on any RTD vehicle, facility, or property.**



Fares and Locations

1. Being within any RTD fare-paid area without prior payment of the proper fare.

2. 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. 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.
4. Failing to exit an RTD vehicle once fare media has expired or upon reaching its final destination.
5. Unauthorized presence in or on any RTD vehicle, facility, or property after hours of operation.
6. Unauthorized presence on any RTD property that is not open to the public.
7. Crossing RTD rail tracks at any location other than at a traffic- or pedestrian-controlled intersection or at a designated pedestrian crossing.
8. 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.



Smoking, Eating, Drinking, and Littering

9. 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:
 - a. Any RTD facility or property where smoking is prohibited by state or local law.
 - b. Any indoor RTD facility.
 - c. Any outdoor or enclosed RTD facility or property where "no smoking" signs are posted.
 - d. The area within a radius of 15 feet of the main entry or doorway to an indoor RTD facility.
10. 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.
11. 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.
12. Distributing or posting handbills on RTD vehicles or property, or on vehicles parked on RTD property, except as otherwise authorized by RTD's Facilities Use Policy (<https://www.rtd-denver.com/reports-and-policies/facilities-use-policy>).
13. Littering (including the intentional spilling food or liquids).



Disturbances

14. Engaging in disruptive behavior that materially interferes with other customers utilizing or accessing RTD services or materially interferes with RTD personnel performing official duties.
15. 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.
16. 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.
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 still causes a disturbance.
18. Use of a bull horn or similar device to willfully disrupt the provision of transit services or public safety.
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).
20. Engaging in activities not authorized by Facilities Use Policy (<https://www.rtd-denver.com/reports-and-policies/facilities-use-policy>).



Occupancy

21. 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. Obstructing customers with disabilities from accessing features necessary to use transit services such as ramps, lifts, assigned seating areas, and high blocks.
23. Possessing or transporting large items that restrict the reasonable and safe movement of customers on or around transit vehicles and facilities.
24. 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.
26. Writing, marking, scribbling, defacing, or causing destruction on or to any RTD vehicle or property in any manner.
 27. 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 4.
 28. 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 safely function in a transit system environment.
 29. Camping without a permit.
 30. Storing personal property (except for designated areas such as bike lockers/racks when using transit) without a permit.
 31. Occupying or traversing landscaped areas (other than lawns intended for public use.
 32. 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.
 33. Failing to clear a designated wheelchair/mobility device area upon request.
 34. 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.
 35. Unplugging a data or electrical plug already being used in an RTD vehicle or facility.



Wheeled Devices

36. 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.
37. Placing a bicycle on any RTD vehicle in other than designated locations or without staying next to the bicycle.
38. Using any wheeled device in an unsafe manner that could cause injury to others.



Sanitation

39. Bathing or washing clothes in RTD restrooms.
40. Leaving needles in RTD restrooms except in designated sharps disposal containers.

41. 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).
42. Putting shoes/feet up on any seat in an RTD facility or vehicle.
43. 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.
44. 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).
45. Engaging in public nudity or exposing genitals.



Other Prohibited or Illegal Activity

46. 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).
47. Failure to comply with a reasonable request from an RTD employee or representative related to RTD operational policies.

THE ADA AND REASONABLE MODIFICATION:

Under the Americans with Disabilities Act (ADA), transportation entities are required to make reasonable modifications to their policies, practices, and procedures to avoid discrimination and ensure that their programs are accessible to individuals with disabilities. In accordance with this directive, RTD will make every effort, to the maximum extent feasible, to ensure that a person with a disability has access to, and benefits from, its services.

RTD will make reasonable modifications to its policies, programs, and procedures applicable to its transportation services when necessary to avoid discrimination and ensure accessibility for people with disabilities.

There may be certain situations when RTD's policies and procedures do not achieve ADA objectives/accessibility. A modification to these policies and procedures may be needed to ensure that a passenger with a disability has access to our services.

Examples of reasonable modification can be found on RTD's website under [Accessibility](#) (</services/accessibility>). When making a reasonable modification for an individual with a disability, the modification is not intended to:

- , cause a direct threat to the health and safety of others;
- create undue financial and administrative burdens;
- constitute a fundamental alteration to a service;
- be more than necessary to provide equal access to an RTD service.

Any questions or concerns on reasonable modification should be directed to RTD's Division of Civil Rights, ADA Managers Office: 303-299-2221 (tel:+13032992221).

ENFORCEMENT:

RTD will comply with the Americans with Disabilities Act and Title VI of the Civil Rights Act in the administration of this Code of Conduct.

If violations of this Code of Conduct appear or are claimed to be caused by a disability, RTD personnel are to contact Dispatch or Security for advice and assistance.

Enforcement will be conducted in a fair and reasonable manner. A person who engages in any of the above prohibited conduct (Section III) may be warned and/or ordered to immediately exit the RTD vehicle, facility, or property by a law enforcement officer, an RTD Transit Security Officer, an RTD Bus/Light Rail/Commuter Rail Line Supervisor, or other authorized RTD personnel. Such personnel are authorized to issue an order to the person to exit RTD property for up to the remainder of the service day.

Situations where a person refuses to leave an RTD vehicle, facility, or property after being ordered to do so may be considered trespassing and may be referred to law enforcement personnel.

A person who engages in any of the above prohibited conduct may also, or instead, be issued a suspension by RTD, suspending the person from all RTD vehicles, properties, and services for a determined amount of time pursuant to RTD's Service Suspension policy and procedures.

A person ordered to leave or suspended from RTD property will not be entitled to any refund of unused fare media that may expire during the time of the person's exclusion.

Suspension or orders to exit RTD property may be appealed pursuant to RTD's Service Suspension policy and procedures.

In addition to any other enforcement under this Code, riding an RTD vehicle without evidence that the proper fare has been paid may be treated in accordance with Colorado Traffic Code, C.R.S. § 42-4-1416.

In addition to any other enforcement under this Code, illegal activity may result in a citation under any applicable federal, state, or local law, regulation, or ordinance, including C.R.S. § 18-9-114 - Hindering Transportation (Class 2 Misdemeanor), and C.R.S. § 18-9-115 - Endangering Public

Transportation and Utility Transmission (Class 3 Felony).

This Code of Conduct does not seek to limit, replace, or conflict with any federal, state, or local law, regulation, or ordinance and does not limit or prevent any law enforcement agency or entity from taking any lawful action against any person in or on any RTD vehicle, facility, or property.

Regional Transportation District

1660 Blake Street
Denver, CO 80202

Accessibility

[\(/services/accessibility\)](/services/accessibility)

Translate this Page

[Site Map \(/sitemap\)](/sitemap) [Privacy \(/reports-and-policies/privacy-policy\)](/reports-and-policies/privacy-policy) [Terms of use \(/terms-of-use\)](/terms-of-use)

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