



TRAM SOP01

Effective Date: February 26, 2007

Approved By: Portland Aerial Tram
Executive Management Committee

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I. Purpose/ Rationale: For the safety, convenience, and comfort of Tram passengers, and for the safety of personnel, and for the preservation of service quality, and to prevent system security vulnerabilities, this SOP sets out rules and requirements governing conduct on the Tram.

II. Scope: This SOP sets out the rules of conduct to be followed by all OHSU Riders (as defined below) and OHSU Patients (as defined below) while using the Tram.

III. Regulations Governing Conduct on Tram:

A. Definitions As used in this Chapter, unless the context requires otherwise:

1. "Assistance animal" means an animal recognized under the Americans with Disabilities Act as a service animal, including a dog guide, hearing ear dog, or other service animal assisting an individual with a physical disability in one or more daily life activities including, but not limited to, pulling a wheelchair, fetching, and balance work.
2. "Emergency" means any incident that presents the risk of actual or threatened serious physical injury to persons, any apparently urgent medical need, or any other circumstance that has been declared an emergency by one of the following:
 - a) Director, City of Portland Office of Transportation or designee
 - b) OHSU President or designee
 - c) Doppelmayr Tram Manager
3. "Executive Management Committee" hereinafter "EMC" is the joint OHSU and City of Portland committee that is delegated oversight and policy guidance with respect to operation of the Tram as contemplated by the Intergovernmental Agreement between the City of Portland and OHSU for the Portland Aerial Tram Operations and dated August 17, 2006.
4. "Inpatient" is any person admitted to any health care institution or facility.
5. "OHSU Patient" is any person with a health care appointment or otherwise accessing health care services at OHSU on the Marquam Hill Campus and/or at the Center for Health and Healing.
6. "OHSU Rider" is an OHSU employee, faculty, student, trainee, volunteer, or other person on OHSU property at OHSU's invitation.
7. "OHSU Tram Standard Operating Procedures" or "OHSU Tram SOP's" are standard operating procedures adopted by the OHSU President or designee or the OHSU Chief Administrative Officer, in effect from time to time, applicable to the OHSU community, and that address OHSU operational issues for the safe and efficient operation of the Tram.

8. "Peace Officer" includes a sheriff, constable, marshal, municipal police officer, member of the Oregon State Police or investigator of the Criminal Justice Division of the Oregon Department of Justice, and such other persons as may be designated by law.
9. "Public Activity" means soliciting, leafleting, picketing, speech-making, video tape recording, demonstration, petition circulation, and similar activities which are not limited or restricted to a particular person or class of persons but are open to observation and are likely to be seen by persons casually passing by.
10. "Tram" means the Portland Aerial Tram, which includes the lower terminal and all of its facilities, the intermediate tower, the upper platform (including the entire tower structure, observation deck, bridge, elevator, and stairs) and all of its facilities, the cables, and both Tram Cabins.
11. "Tram Cabin" means the car in which passengers are ferried from one Tram platform to the other platform.
12. "Tram Cabin Attendant" means the person who is present in the Tram Cabin and directly responsible for the operation and management of the Tram Cabin.
13. "Tram Manager" is the highest ranking personnel of the Tram Operator located in Portland, Oregon.
14. "Tram Operator" means the entity that has been designated to manage the Tram operation.

B. Regulations

1. Prohibited Activities on the Tram:
 - a) Failure to Vacate Elderly, Disabled and Priority Seating or standing space:
 - (1) No person shall fail to vacate space on the Tram designated for use by the elderly or persons with disabilities.
 - (2) No person shall fail to vacate space on the Tram or fail to wait a turn before boarding the Tram when, on an occasional basis (such as long waiting time to board or other overcrowding) the Tram Cabin Attendant determines that it is necessary to grant rider priority to OHSU Patients or OHSU Riders.
 - b) Smoking: No person shall smoke tobacco, e-cigarettes, or any other substance, or shall carry any lighted or smoldering substance, in any form on the Tram or within any space or area where posted signage prohibits smoking.
 - c) Food and Beverages: No person shall bring or carry aboard a Tram Cabin food or beverages in open containers, nor consume food aboard a Tram Cabin.
 - d) Radios, Compact Disk Players and other Sound-Emitting Devices without Earphones: No person (except a Tram Cabin Attendant, Peace Officer, firefighter, OHSU Public Safety Officer, or emergency response professional acting in the course of employment or duty), shall operate a radio, compact disk player, MP3 player, video player or other sound-emitting device, aboard the Tram or in or upon the Tram, unless the only sound produced by such item is emitted by a personal listening attachment (earphone) audible only to the person carrying the device producing the sound.
 - e) Carts, Carriages or Strollers and Mobility Devices: No person shall bring any

cart aboard the Tram except that attended baby strollers and mobility devices (such as wheelchairs and motorized human transporters for the disabled) are permitted if the device has two lockable wheels that remain locked during the Tram ride. Rolling luggage and oxygen carts are also permitted. For best safety practice, wheelchairs will load in reverse (largest wheels first).

- f) Animals Except Properly Controlled Assistance Animals and Properly Contained Pets: No person shall bring or carry aboard the Tram or be present in or upon the Tram with an animal except:
- (1) A person accompanied by an assistance animal or a person training an assistance animal, so long as the animal is under the control of the person by leash, harness or other device made for the purpose of controlling the movement of an animal.
 - (2) A person transporting a pet if:
 - (a) the animal is kept and held at all times within a secure container appropriate and constructed for carrying the size and type of animal; and
 - (b) the animal can be transported without risk of injury to the animal and without risk of harm or inconvenience to other riders or Tram personnel.
 - (3) A trained police dog accompanied by a Peace Officer.
- g) Noxious Fumes or Foul-Smelling Materials or Substances: No person shall bring onto the Tram any substance or material emitting a foul smell or releasing noxious fumes.
- h) Packages: No person shall bring onto the Tram any package or article of a weight or of a size that will block any passenger space on a Tram Cabin.
- i) Securing Belongings: Passengers must maintain physical control of their belongings and/or secure those belongings at all times before, during and after the Tram ride. Breakable items must be packaged to avoid risk of breakage. See B.1. o), (2) & (3) below
- j) Skateboards, Roller-skates and In-line Skates: No person shall ride a skateboard, in-line skates, roller-skates or other human transportation device upon the Tram.
- k) Riding on Bicycles and Transport of Bicycles: The transport of bicycles on the Tram is permitted provided that:
- (1) Any person loading a bicycle shall do so in accordance with the instructions of the Tram Cabin Attendant with respect to the order of loading, placement and securing of the bicycle; and
 - (2) Any person loading a bicycle shall not allow bicycle to contact passengers or do damage to the Tram cabin: hold on to the bicycle; maintain clearance between the bicycle and any part of the Tram cabin; do not use the kick-stand.
 - (3) No person shall ride a bicycle upon a Tram Cabin, except Peace Officers and authorized Tram personnel.
- l) Corrosive and Soiling Substances: No person shall carry upon the Tram any corrosive material or soiling substance where containment of such substance

cannot be guaranteed.

- m) Excessive Noise: No person shall:
 - (1) Make excessive or unnecessary noise upon the Tram with the intent to cause inconvenience, annoyance or alarm to the public, Tram personnel, or a Peace Officer, or with a reckless disregard to the risk thereof; or
 - (2) Perform vocal or instrumental music unless approved in advance by the Executive Management Committee or the Tram Operator.
- n) Display of Lights: No person shall light a flashlight, scope light, or laser light or other object that projects a flashing light or emits a beam of light while on the Tram, except in an Emergency.
- o) Improper Use of Tram/Tram Cabin: No person shall:
 - (1) Lie down on the ground, floor or seats of the Tram;
 - (2) Place any object or substance on the ground, floor or seats of the Tram that inhibits the proper use of such areas for passengers; or
 - (3) Block or obstruct the use of the ground, floor or seats of the Tram.
- p) Disruptive Conduct: No person shall occupy, move about or engage in activity on the Tram in a manner that:
 - (1) Intentionally interferes with the free movement of passengers; or
 - (2) Interferes with or disrupts the function or safe operation of the Tram, including movement that constitutes a distraction to the Tram Operator or Tram Cabin Attendant or that causes excessive movement of the Tram Cabin; or
 - (3) Uses the Tram for any purpose other than for transportation.
- q) Public Activity: The Tram is not a public forum and no Public Activity is permitted on the Tram

2. Prohibited Misuse of the Tram:

- a) Use of the Tram for Non-Transit Purposes: Except as otherwise expressly permitted in writing by the EMC, no person shall enter or remain upon, occupy or use the Tram for purposes other than boarding, disembarking or waiting for a Tram Cabin. A person is in violation of this section only after having occupied the Tram for a period of time that exceeds that which is reasonably necessary to wait for, board or disembark a Tram Cabin.
- b) Inappropriate Conduct Involving the Tram: No person shall interfere with the safe and efficient operation of the Tram through conduct which includes to:
 - (1) Extend any portion of his or her body through any door of a Tram Cabin while it is in motion;
 - (2) Attempt to board or de-board a moving Tram Cabin;
 - (3) Throw, propel or discard any object or substance in any Tram Cabin or through any open door or window of a Tram Cabin;
 - (4) Unreasonably prevent or delay the closure of an exterior door on a Tram Cabin;

(5) Strike or hit a Tram Cabin, stop or cross in front of a Tram Cabin for the purpose of stopping or gaining passage after the Tram Cabin has concluded boarding;

(6) In any manner hang onto, or attach himself or herself to, any exterior part of a Tram Cabin while the Tram Cabin is resting or in motion.

- c) Refuse and Waste: No person shall discard or deposit or leave any rubbish, trash, debris, offensive substance or other solid or liquid waste in or upon the Tram, except in receptacles provided for that purpose. No person shall spit, defecate, or urinate in or upon the Tram, except in the confines of a lavatory where lavatories are available for public use.
- d) Destruction of Signs: No person shall mutilate, deface or destroy any sign, notice or advertisement approved by the Tram Operator or installed pursuant to an OHSU policy and posted on the Tram.
- e) Posting of Unauthorized Signs or Notices: Except as otherwise allowed by the Tram Operator or an OHSU policy, no person shall place, permit or cause to be placed any notice or sign upon the Tram.
- f) Violation of Signage: No person shall fail to abide by specific directives provided in the form of a fixed permanent or temporary sign posted in or upon the Tram that has been authorized by the Tram Operator to address a regulatory or security concern. The Tram Operator or its designee may establish and post such signage in a manner to provide sufficient notice concerning the conduct required or prohibited. Any violation of the specific directives in any sign authorized by the Tram Operator shall constitute a violation of this subsection.
- g) Alcoholic Beverages: No person shall possess an open container of alcoholic beverage on the Tram, unless authorized by the Tram Operator.
- h) Damaging or Defacing District Property: No person shall:
 - (1) Draw graffiti or any other writing on any surface of the Tram; or
 - (2) In any manner damage, destroy, interfere with, or obstruct in any manner, the property, services or facilities of the Tram.

3. No Criminal Activity: No person shall engage in activity prohibited by the criminal laws of any state, county, or municipality, in which the criminal incident occurs, while on the Tram.

4. Prohibited Risks to Safety, Tram Security and Order:

- a) Flammable Substances and Ignition Devices:
 - (1) No person shall bring, possess or carry aboard onto the Tram, any flammable substance or device that can cause a spark or flame, except for compressed oxygen for personal use, matches and cigarette lighters.
 - (2) No spark or flame may be lit or initiated at any time by any device on the Tram, including matches and lighters.
- b) Weapons: No person, except a Peace Officer, shall bring or carry aboard the Tram any firearm, knife (except a folding knife with a blade less than 3 ½ inches in length), or any other instrument, article, device, material or substance specifically designed for, or attempted to be used to, inflict or cause bodily

harm to another. Where possession of such weapons cannot be prohibited by law, a person in possession of a weapon may not display or carry the weapon in a manner which is likely to result in fear or alarm by other persons.

- c) Interference with or Trespass on the Tram: No person shall:
 - (1) Enter upon or remain upon the Tram so as to create a hazard to any person or interfere with the passage of a Tram Cabin;
 - (2) Fail to obey a posted directive or prohibition authorized by the Tram Operator pertaining to entering or traveling upon the Tram.
- d) Biological Material: Non-hazardous biological material may be transported by OHSU Riders on the Tram provided that, in each case, the transport complies with all applicable regulatory requirements, with the limitations on quantity, and with the packaging and labeling requirements, all specified in SOP05.
- e) Hazardous and Toxic Material or Substances: No person shall carry, possess or transport any hazardous material, toxic chemical, combustible liquid, biological contagion or agent, radioactive substance or any other inherently dangerous substance upon the Tram.
- f) Harassment and Intimidation:
 - (1) While on the Tram, no person shall engage in harassment through a course of conduct which places another person in reasonable fear of imminent physical harm, including, but not limited to, following such person around or about the Tram or by preventing or delaying the movement or departure of such person through coercion or intimidation; or
 - (2) While on the Tram, no person shall continue a course of conduct that may reasonably be expected to result in fear, alarm, or serious offense to another person after having received a lawful directive to cease such conduct or depart the Tram by a Peace Officer, an OHSU Public Safety Officer or other OHSU designated person-in-charge.
- g) Explosive Materials or Device: No person may carry, possess or transport any explosive material or device, assembled or disassembled, onto the Tram unless the person is a Tram Cabin Attendant, Peace Officer, emergency response professional or OHSU Public Safety Officer, acting in the course of employment or duty.
- h) Threats: No person may utter a threat to cause damage to the Tram, or state a threat to cause disruption to Tram operations through the use of a bomb, explosive, or any other destructive device or weapon, or release of any harmful substance, while on the Tram; or state a threat of physical harm to a Peace Officer, OHSU Public Safety Officer, or Tram Operator personnel acting in the course of employment.
- i) Interference with Emergency Response: No person may impede the efforts of Tram Operator personnel, OHSU Public Safety Officers, or Peace Officers in the course of an Emergency response, including the failure to obey a lawful order by Tram Operator personnel, OHSU Public Safety officers, or Peace Officers uttered in the course of an Emergency, including an order to vacate the Tram in the event of such Emergency.
- j) Abandonment of Packages: No person shall knowingly abandon an unauthorized package on the Tram, where the abandonment of such package is

likely to cause suspicion or alarm about its contents, or require the dispatch of emergency response personnel to remove and inspect the package.

- k) Discharge or Detonation of a Weapon: No person may throw an object at or discharge a bow and arrow, air rifle, rifle, gun, revolver or other firearm on or at the Tram, or any person on the Tram, except that a Peace Officer in the course of employment is exempt from this paragraph.
- l) Distractions to Motorists: No person may engage in any activity that may distract passing motorists.

5. Notwithstanding the provisions of Sections III(B)(1)(e), III(B)(1)(h), III(B)(4)(a)(1), and III(B)(4)(d), III(B)(4)(e); OHSU, in the interest of addressing the safety and comfort of all Tram riders and the public, shall adopt Standard Operating Procedures that govern the transportation of riders or materials related to the operation of OHSU.

C. Fares and Fare Instruments

1. Tram riders shall:
 - a) Display a valid fare instrument upon boarding the Tram at the lower terminal;
 - b) Exhibit a valid fare instrument to a Tram Cabin Attendant or Public Safety Officer upon request.
2. A fare instrument issued to a person is non-transferable and may only be used by the person to whom it was originally issued. Fare instruments are nonrefundable.
3. The following are valid fare instruments:
 - a) OHSU identification cards, including the OHSU Tram Escort badge
 - b) Fare instruments issued by OHSU pursuant to OHSU TRAM SOP02
 - c) Tram tickets purchased by the public
 - d) Any currently valid annual TriMet, C-TRAN, or Portland Streetcar pass, including the Employee ID and college PASSport pass
 - e) A currently valid monthly or 30-day TriMet pass or monthly C-TRAN pass.
 - f) A Veteran's Administration (VA) issued identification card presented by a person with evidence that they are undergoing treatment at the VA Hospital on Marquam Hill
 - g) A currently valid Annual Portland Aerial Tram Pass
 - h) March Wellness membership card
 - i) TriMet or C-TRAN employee ID
 - j) City of Portland Escort Badge
 - k) Active military ID