

Shelby Public Transit
Policy & Procedures Manual
413 S. Vandemark Road, Sidney, Ohio 45365

SUBJECT: DISRUPTIVE PASSENGER POLICY

SECTION: OPERATING INFORMATION &
CUSTOMER SERVICE

EFFECTIVE July 2015

REPLACES: October 2007

DATE:

APPROVED BY: Transit Advisory Committee

APPROVAL mdy

DATE:

DIRECTIVE:

To provide direction for the transport of abusive or disruptive passengers.

DEFINITIONS:

Abusive behavior includes, but is not limited to:

- ✓ Physical altercations with transit employee or other passengers.
- ✓ Threatening or intimidating language.
- ✓ Excessive profanity.
- ✓ Shouting at transit employees or other passengers.
- ✓ Destruction or damage to transit property.

PROCEDURE:

Disruptive, abusive, or argumentative passengers will not be tolerated on Shelby Public Transit vehicles. This type of behavior is unfair to other passengers and distracting to the driver.

Passengers claiming a medical condition for such abusive or disruptive behavior will need to contact the Transit Manager to provide documentation of such a condition and to make arrangements for transportation.

When abusive or disruptive behavior occurs, the most important issue is the safety of the driver and other passengers. The driver may pull over and direct the problem passenger to discontinue the behavior immediately. If the objectionable activity continues it should be reported to the dispatcher or scheduler by radio. If the passenger is being verbally disruptive, abusive or argumentative, the driver may leave the mike keyed so the dispatcher or scheduler can determine if it is necessary to contact the Police.

If the police are not contacted but the behavior continues, the driver may deem it necessary to take the passenger to the nearest public place, ask them to leave the vehicle and refund the fare paid.

The driver is to complete an incident report (see Attachments) and submit it to the Operations Supervisor or Transit Manager before the end of their shift.

The Transit Manager will determine if such behavior will result in suspension and possible expulsion from riding aboard SPT vehicles. A notification will be sent to the individual or

agency arranging the transportation. If the written communication of the disruptive behavior policy is the result of the actions of an underage passenger, all written communications will be addressed to the parent or legal guardian of the disruptive passenger.

Further instances of abusive or disruptive behavior after the written warning will result with the passenger's riding privileges suspended. The Transit Manager will send a written letter of suspension to the passenger stating the reason, length of the suspension and a copy of the procedures to appeal the suspension. The length of the suspension will be based upon the actions of the passenger.

When practical, PASSPORT clients will be sent written notification of suspension at least 30 days prior to the date of suspension. SPT will notify PASSPORT at least 30 days in advance of any pending suspension.

Suspension periods will be as follows:

- Riding privileges suspended for two (2) weeks.
- Riding privileges suspended for one (1) month.
- Riding privileges suspended for ninety (90) days.
- Riding privileges permanently revoked.

No warning is required if a passenger's behavior is destructive, violent or threatens the life of anyone on board the vehicle.

NOTE: According to the Americans with Disabilities Act, it is not discrimination for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse to provide service to an individual with disabilities based solely on the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons. (i.e. Tourette's Syndrome)

RESPONSIBILITIES:

All Drivers are responsible for reporting abusive or disruptive behavior. The Transit Manager will be responsible for determining the consequences and enforcement of such behavior.