



DISRUPTIVE PASSENGER CONDUCT POLICY

Approved by SCT Board of Directors
May 25, 2017

Margaret Conley

Margaret Conley, SCT Board President

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PURPOSE

South Central Transit (SCT) provides public transportation that is open to all members of the public, without regard to race, sex, religion, disability, age, national origin, pregnancy, gender, sexual orientation, income level, or any other personal factor (“Personal Characteristics”). It is expected that SCT personnel will treat all of its passengers with dignity and respect. However, from time to time, there are situations when a passenger’s conduct is so disruptive or offensive that it threatens the welfare, comfort and safety of the passengers and SCT drivers and/or the safe operation of the Transit System. In such circumstances, SCT reserves the right to suspend and/or terminate a passenger’s riding privileges. This policy has been established to protect the welfare of, and to assure the safety and comfort for, the general public riding SCT vehicles or on SCT property and to protect the continuing safe operation of the Transit System.

Occasionally there are times when a passenger’s conduct on a bus is, or becomes, extremely offensive and/or disruptive to the other passengers or to the driver, so that this passenger’s conduct threatens the safety of the passengers and the safe operation of the Transit System. Some examples of offensive behavior include, **but are not limited to:**

- Any illegal activity
- Violence or threats of violence
- Displaying a weapon
- Unwelcome physical contact
- Damaging another’s property or the bus
- Shouting, profanity, and unruly behavior
- Use of drugs or alcohol on the bus
- Being intoxicated from use of drugs or alcohol
- Spitting or relieving oneself on the bus

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and the safe operations of the Transit System. Care should be taken by SCT employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The bus operator should request police and/or supervisory assistance when the situation warrants.

These situations shall be handled in a consistent manner, without regard to any Personal Characteristics of the individual(s) involved. The bus operator shall document all incidents involving disruptive passengers via SCT’s Incident/Accident Report.

Disruptive passengers will generally be handled in the following manner:

- After the first incident, a written warning may be issued to the passenger by the Director of Scheduling/Dispatch, warning of a potential service suspension or service termination for the passenger for and upon any future disruptive incident by the passenger.
- After the second incident, a final written warning will be issued to the passenger by the Director of Scheduling/Dispatch, warning of a service suspension or service termination for the passenger for and upon the passenger's next disruptive incident.
- After the third or successive incident or upon a prior incident if warranted as set forth below, the SCT Management Staff may issue a service suspension or service termination. South Central Transit may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a SCT vehicle or the safe operation of the Transit System. A bus operator may temporarily deny service in an emergency situation only. In these extremely rare situations, dispatch should be contacted immediately.

Passengers who receive a written warning of any kind from SCT may, within thirty (30) days of the date of the written warning, file a written response with South Central Transit and request, in writing, to meet with SCT Management staff to discuss and review the incident. SCT Management staff shall meet with the passenger upon timely receipt of a written request.

SERVICE SUSPENSION/TERMINATION

Should a service suspension or service termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a "Letter of Suspension/Termination" will be sent documenting the reasons for and conditions of the service denial, and shall include the individual's right to appeal, if any, and the requirements to file an appeal.

Should a passenger(s) commit an act of violence or threat of violence, display or use a firearm or other dangerous weapon, possess illegal drugs/alcohol or use illegal drugs or alcohol, while a passenger or in a SCT facility, their services shall be terminated.

It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based on a review of these factors. Every effort will be made to mitigate the circumstances when possible. It must be noted that under serious circumstances, a suspension or termination of services may be issued after the first or second incident.