

DISRUPTIVE PASSENGER CONDUCT POLICY

PURPOSE

Greater Peoria Mass Transit District (“GPMTD”) 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 GPMTD 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 GPTMD drivers and/or the safe operation of the Transit System. In such circumstances, GPMTD 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 GPTMD vehicles or on GPTMD 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
- Failure to comply with GPTMD “Rules of the Road” after notice of the violation

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 GPMTD 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 GPMTD 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 Operations, 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 Operations, 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 GPMTD General Manager may issue a service suspension or service termination. GPMTD may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a GPMTD vehicle or the safe operation of the Transit System. Only the General Manager may issue a service suspension or service termination. 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 GPMTD may, within thirty (30) days of the date of the written warning, file a written response with GPMTD and request, in writing, to meet with the Director of Operations to discuss and review the incident. The Director of Operations shall meet with the passenger upon timely receipt of a written request.

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.

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.

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to GPMTD board of trustees by submitting a written request for an appeal. The written request must be received by GPMTD within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the executive committee of GPMTD board of trustees will schedule an appeal hearing with the individual as soon as possible. Every effort will be made to schedule the hearing within a two-week period following receipt of the request. Upon the conclusion of the appeal hearing, GPMTD board of trustees will render a decision on the appeal at the next board meeting.