

Agency Name
Transit Policies and Procedures

Subject	Prohibited Activities for Passengers
Section	Customer Service
Effective Date	
Approved By	
Approval Date	

Purpose

Create a policy that identifies activities which are prohibited by passengers and consequences for engaging in such activities on Agency vehicles.

Procedure

Develop a list of activities that are prohibited by passengers on Agency vehicles and are subject to consequences. Prohibited activities should include:

- Smoking or chewing tobacco.
- Eating or drinking. An exception may be made for medical reasons if approved by the Transit Director.
- Using obscene, profane, or indecent language.
- Threatening or inflicting physical harm to other passengers or Agency employees.
- Initiating physical or sexual contact with Drivers or other passengers.
- Not wearing a shirt and shoes at all times.
- Bringing hazardous materials on Agency vehicles.
- Carrying weapons or objects intended to be used as weapons.
- Intentionally damaging an Agency vehicle.
- Soliciting for contributions.
- Playing audio devices without headphones.
- Opening windows while heating or air conditioning units are in operation.
- Ignoring reasonable Driver requests especially when related to the safety and security of passengers and employees.

If a prohibited activity occurs on an Agency vehicle, the Driver should make one request for the activity to stop. If the activity does not stop, the Driver shall park the vehicle in a safe area and contact the Dispatcher for further assistance. When a vehicle is stopped due to prohibited activities, consequences shall be administered in accordance with the Disruptive/Abusive Passengers Policy. If any criminal behavior occurs on an Agency vehicle, the Driver shall notify the Dispatcher to contact law enforcement.

The Driver shall thoroughly document all incidents on the Agency's Incident Form. The form shall be submitted to the Transit Director within one day of the incident.

NOTE: According to the Americans with Disabilities Act, it is not considered discrimination for an Agency to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an Agency shall not refuse to provide service to a disabled individual based solely if the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or passengers.

Responsibilities

Drivers are responsible for reporting and documenting prohibited activities. The Dispatcher is responsible for providing additional assistance when needed to stop such activities. The Transit Director is responsible for issuing consequences for policy violations.