

Agency Name

Transit Policies and Procedures

Subject	Disruptive/Abusive Passengers
Section	Safety
Effective Date	
Approved By	
Approval Date	

Purpose

Establish guidance for dealing with abusive or disruptive passengers.

Definitions

Abusive Behavior: Behavior that includes but is not limited to threatening language, excessive profanity, or physical altercations with employees or passengers.

Procedure

Teach Drivers how to address abusive or disruptive passengers. Instruct Drivers to report any actions deemed disruptive or abusive to the Transit Director.

Passengers who exhibit abusive or disruptive behavior should be given a written letter requesting that the abusive or disruptive behavior stop while on Agency vehicles. If the unacceptable behavior continues, the passenger should be given a written warning stating that any future abusive or disruptive behavior will result in suspension and possible termination from riding on any Agency vehicles. Passengers who demonstrate continuous abusive or disruptive behavior after receiving a written warning shall have their riding privileges suspended as follows:

- 1st Offense: Riding privileges suspended for two weeks.
- 2nd Offense: Riding privileges suspended for one month.
- 3rd Offense: Riding privileges suspended for ninety days.
- 4th Offense: Riding privileges permanently revoked.

If a passenger has a medical condition that causes disruptive behavior, they must provide documentation and obtain special permission from the Transit Director to continue utilizing the Agency's transit services.

Responsibilities

Drivers are responsible for reporting disruptive or abusive behavior. The Transit Director is responsible for issuing letters and warnings and for enforcing any suspensions or revocations of riding privileges.