

DELAWARE COUNTY TRANSIT BOARD

POLICY / PROCEDURE

Policy/Procedure Name	Number	Effective Date	Last Revision Date
Disruptive and Abusive Passengers Policy		8/2014	8/2014 Update Name Only 2/2020

NOTE: The Delaware County Transit Board (AKA: DCTB) is the governing body of Delaware County's Public Transit System established by the Delaware County Commissioners under the authority of Ohio Revised Code section 306.01 and 306.02. Delaware County Transit (AKA: DCT) is the common name given to the public transit system. This policy is established and set forth under the authority of the Delaware County Transit Board. DCT and DCTB may be used interchangeably in this policy or used separately to distinguish responsibilities.

PURPOSE

Disruptive and Abusive passengers place an undue burden on the transportation system's resources and produce a negative effect on other passengers. The purpose of this policy is to establish passenger guidelines to ensure safety among passengers and DCT drivers. The policy also establishes penalties for the passenger when the passenger does not follow the guidelines established. It is the intent of this policy to protect the welfare of, and to assure the safety and comfort for, the general public riding DCT vehicles and to protect the continuing safe operations of the transit system.

SCOPE

This policy applies to:

- DCTB Administration and operations staff.
- Passengers of the transit system.

DISTRIBUTION

All passengers through the DCT Bus User Guide and DCT's website at www.delcotransit.com

DEFINITIONS

Passenger Penalty – A passenger's transportation privileges may be suspended permanently for any of the following behaviors.

POLICY STATEMENT

- 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
 - Displaying a weapon
 - Unwelcome physical contact
 - Shouting, profanity, or unruly behavior
 - Use of drugs or alcohol on the bus
 - Deliberate fare evasion
 - Defacing property or equipment

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- Unlawful harassment including unwelcome verbal, non-verbal behavior sexual, violent, or racial connotations
- Intimidation or threats of physical harm to passengers, drivers or other DCT employees
- Smoking on vehicles
- Loud music or sound generating from an electronic device
- Spitting

In order to ensure the safety of staff and other passengers, any passenger who is unruly and is affecting the operations of a vehicle or negatively affecting other passengers on the vehicle will be dealt with in the following manner:

The unruly passenger will be advised to stop their pattern of behavior immediately. If the passenger does not correct his/her behavior, the driver will pull the vehicle to a safe location and request that the unruly passenger exit the vehicle. The driver will also advise the dispatcher of the circumstances involving the unruly passenger. The dispatcher may request that another DCT vehicle be dispatched to that location or contact the appropriate law enforcement agency immediately.

If there is risk of harm to anyone on the vehicle, the driver will immediately pull the vehicle over to a safe location, have passengers exit the vehicle and await the arrival of a Law Enforcement Official. Notify the dispatcher of the risk of harm.

If the driver is in immediate danger and is unable to handle the situation on his/her own by performing the action described above, the driver will use the established Emergency Procedures as described in the Emergencies section of Communications Policy.

The dispatcher will immediately call 911.

The driver will give any information as to the demeanor of the unruly passenger to the dispatcher to relay this information to the Law Enforcement Agency.

The driver will not engage in any physical confrontation with the unruly passenger unless there is a clear and present danger to either themselves or another passenger on the vehicle.

Upon arrival of a Law Enforcement Officer, the driver will relay the information to that officer about the unruly passenger and await further direction from law enforcement or the DCT dispatcher. All information is given to the dispatcher.

Passenger Penalty

A passenger's transportation privileges may be permanently suspended and the Delaware County Transit Board may take legal action for abusive/disruptive behaviors.

All incidents described above must be documented thoroughly on an event form by the driver and referred to their supervisor within one working day.