

 <p style="text-align: center;">City of Sandy Transit</p> <p style="text-align: center;">POLICY</p>	NUMBER	SUPERSEDES
	0003	06/07/2010
	EFFECTIVE DATE	PAGE NUMBER
	10/21/2019	01 OF 03
	VALIDATION DATE	
	10/21/2019	
	REFERENCE	
	City of Sandy Ordinance No. 2019-14	
SUBJECT	APPROVED SIGNATURE	
DISORDERLY OR ABUSIVE PASSENGER		

Purpose:

This policy governs the procedure for dealing with unruly passengers affecting the safe operation of Sandy Transit vehicles.

Policy:

Passengers governed by this policy are those who affect the safe operation of a Sandy Transit vehicle, engage in violent, seriously disruptive, or illegal conduct while being transported on a Sandy Transit vehicle. Passengers violating the safe operation of a Sandy Transit vehicle may be denied rides, requested to leave the vehicle, banned from further ridership or, as a last resort, arrested and charged. The following behaviors are covered by this policy:

Intoxicated, disorderly, disturbing other passengers or the operator, creating a safety hazard, yelling, slapping or hitting other passengers or operator, engaging in arguments with other passengers or operator, or otherwise creating a disruption, which could affect the safe operation of the vehicle.

Steps should be taken as follows:

- ◆ Remain calm and professional in manner.
- ◆ Stop the vehicle in a safe area and request that the passenger cease and desist.
- ◆ Inform dispatch of the specific passenger and/or problem and the location.
- ◆ Inform the passenger that his or her behavior could result in the loss of service.
- ◆ If the behavior continues, request the passenger leave the vehicle.
- ◆ The passenger will be informed, in writing, that he or she will be ineligible to use Sandy Transit services for a period of time not to exceed two weeks. The notice will include specificity of disorderly conduct, dates and places of exclusion, consequences for failure to comply with conclusion (which will be extended suspensions, not to exceed 2 weeks each failure) and be signed by the Transit Director.

- ◆ If, after the period has expired the behavior continues, the passenger will be ineligible to use Sandy Transit services for a longer period of suspension (2-3 weeks).
- ◆ If after multiple suspensions the behavior continues, Sandy Transit can request (per Municipal Code 12.12.080, Code of Conduct) that a peace officer exclude the person for a period of not more than 30 days. This exclusion will include the appeal process to the City Manager as well as the Municipal Court Judge.
- ◆ If, after this exclusion the behavior continues, Sandy Transit may request the passenger use the service only with the assistance of an aide.
- ◆ If the aide is unable to control the behavior, the passenger will be ruled ineligible to use Sandy Transit services in the future.

The bus operator is required to complete a detailed incident report as soon as reasonably possible after the incident.