



SAFE TRANSIT PRACTICE AND PROCEDURE

Purpose: Safe and reliable public transportation depends upon a relationship of mutual goodwill between the passenger and transit system employees. Passengers deserve a transportation experience during which they are respectfully welcomed and reasonably served while waiting for and utilizing our services. The security of the transit system employee should not be jeopardized, as each strives to meet the elevated responsibility of safe operations. The purpose of these guidelines is to provide fair consequences if this relationship is not respected.

Transit System Employee Responsibilities: Transit system employees include supervisors, fixed route bus operators, paratransit bus operators, dispatchers, mechanics, CityBus Center customer service staff, and utility personnel. All have been trained to recognize escalations and have been given de-escalation and verbal judo resources. In all events transit system employees are required to apply the following verbal judo techniques:

- People want to be treated with dignity and respect
- People want to know why.
- People would rather be asked than told.
- People often respond better to options rather than threats.

Failure to uphold these responsibilities may result in the application of conduct related consequences.

Transit System Customer Responsibilities: Transit system customers include all persons, other than transit system employees or managers, in or on CityBus property. All customers are responsible for always maintaining good conduct while in or on CityBus property. When disagreements arise with other customers or transit system employees, customers are required to resolve the conflict in a peaceful and safe manner.

Failure to uphold these responsibilities may result in the application of one or more consequences listed in the Safe Transit Practice Guidelines.

Scope: Whenever a disruptive incident occurs on a bus in revenue service, or other GLPTC property, and the driver, or other employee, can quietly resolve the situation with the offending party and safely continue their route, or business (an incident report must be filled out) then no further action shall be necessary. However, when it is necessary for a driver, or other GLPTC employee or agent, to ask an offending party to leave a bus, or other GLPTC property, and the individual leaves voluntarily when requested, the offending individual shall not ride, or return onto GLPTC property for the remainder of that day. This information, along with a description of the individual, shall be reported to the street supervisor, and then disseminated throughout the organization, to enable others to avoid allowing this individual to trespass. Further, in situations where it is necessary for an employee to engage assistance or employ law enforcement authorities to have the offending party

removed, depending upon the circumstances, the following schedule of discipline shall apply.

Safe Transit Practice Guidelines		
Description of Offense		Consequence
DESTRUCTION OF AUTHORITY PROPERTY	First Incident	1 Month Suspension
	Second Incident	6 Month Suspension
	Third Incident	1 Year Suspension
DISRUPTIVE INCIDENTS (including, but not limited to, drunkenness, inappropriate behavior, sleeping in transit center, fare dispute, vulgarity, and verbal disruption.)	First Incident	2 Week Suspension
	Second Incident	1 Month Suspension
	Third Incident	3 Month Suspension
	Fourth Incident	1 Year Suspension
INAPPROPRIATE SEXUAL CONDUCT	First Incident	3 Month Suspension
	Second Incident	1 Year Suspension
	Third Incident	2 Year suspension
THREATS MADE TO GLPTC PERSONNEL OR OTHERS (INCLUDING, BUT NOT LIMITED TO, VERBAL, INTIMIDATION, VIOLATION OF PERSONAL SPACE, STRIKING OBJECTS, YELLING.)	First Incident	2 Month Suspension
	Second Incident	6 Month Suspension
	Third Incident	1 Year Suspension

SPITTING AT OR ON GLPTC PERSONNEL OR OTHERS	First Incident	9 Month Suspension
	Second Incident	2 Year Suspension
	Third Incident	5 Year Suspension
ASSAULT OF GLPTC PERSONNEL OR PASSENGER	First Incident	9 Month Suspension
	Second Incident	2 Year Suspension
	Third Incident	5 Year Suspension

Appeal Process: In any situation where there is a criminal case pending because of a disruptive incident on GLPTC property, a suspension shall be enacted until the case is resolved.

However, an individual subject to suspension may petition the Authority to have the suspension reviewed for possible modification or waiver. Any such modification would be based upon the individual's extenuating circumstances, genuine remorse, and willingness to cooperate with the Authority. The driver(s) involved in the incident(s) leading to the suspension should be consulted with regards to any modification or removal of a suspension.

Submission Requirements:

- a. The suspended passenger must submit a request for a meeting or make a written appeal.
- b. The appeal, if written, should include:
 - Passenger name and contact information.
 - Reason for the suspension as stated by the transit agency.
 - Any relevant supporting documentation or evidence.
 - A statement explaining why the passenger believes the suspension is unjust or should be reconsidered.
- c. If a meeting to review the suspension is requested, then a meeting must be held within 14 days, and a decision must be made by GLPTC within 30

days of the meeting or within 30 days of a written appeal if no meeting is requested.

Appeal Review:

- a. An Appeal Review Group will be established consisting of impartial individuals.
- b. Appeal members may include representatives from customer service, operations, safety, and other departments.

Initial Review:

- a. The appeal review group will conduct an initial review to determine completeness and adherence to the suspension.
- b. If the appeal is incomplete or adherence to the suspension has not been followed, it may be rejected.

Investigation (if required):

- a. If necessary, the group may investigate to gather additional information.
- b. The investigation may involve interviews with relevant parties, review of surveillance footage, or other relevant actions.

Appeal Meeting:

- a. If the suspended individual wishes to schedule a meeting to thoroughly review the appeal and provide any additional information, a request may be submitted.
- b. The passenger may be invited to present their case in person or in writing, which may be granted at the discretion of the department manager.

Appeal Decision:

- a. The decision will be based on the information presented and any material gathered from the investigation. (Whether from an in-person meeting or letter submitted.)
- b. The decision will be communicated in writing or verbally to the suspended passenger depending upon the type of meeting.

Reinstatement or Further Action:

- a. If the appeal is successful, the agency may outline conditions for reinstatement and the date on which the passenger may resume using bus services.
- b. If the appeal is unsuccessful, the agency will provide a clear explanation of the decision.