GPMTD Passenger Conduct Policy

REVISED July 2015

The Greater Peoria Mass Transit District operates a fixed route and paratransit bus service known as CityLink and CityLift respectively. The safety and security of all CityLink and CityLift passengers and operators is of the utmost concern to the Greater Peoria Mass Transit District. Every member of the riding public has an obligation to contribute to the safety of others riding the bus by refraining from inappropriate and seriously disruptive behavior at bus shelters, stops and transit facilities. To this end a standard of conduct is expected from every patron using CityLink or CityLift. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using Greater Peoria Mass Transit District’ services and facilities. Seriously disruptive, inappropriate behavior or recurring incidents will result in immediate loss of riding privileges. Customers thirteen and under, parents or guardians will be contacted in the event of customer not adhering to passenger conduct policies.

Inappropriate Behavior

Inappropriate behavior is conduct that does not demonstrate respect for the rights and dignity of others. It interferes with the orderly operation of transit services; damages public property; is disruptive; or violates the rules of riding the bus, including, but is not limited to the following.

- Profanity
- Refusal to share seat with another passenger
- Loud music
- Distracting the operator
- Eating or drinking on transit vehicle
- Pushing and jostling when getting on the transit vehicle

Serious Disruptive Behavior:

Serious disruptive behavior is conduct that is violent, illegal or endangers the health or safety of others. Such behavior includes, but is not limited to the following:

- Threats
- Physical or verbal abuse
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial implications
- Possession of a weapon on or around transit facilities or vehicles
- Damaging or destroying transit facilities or the personal properties of another passenger or transit operator
- Drinking alcoholic beverages,
- Possession or use of illegal drugs
- Smoking of any kind, including electronic devices
- Discourteous treatment of passengers or transit operators
- Bodily fluids or feces released from the passenger, clothing, or mobility device.

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and maintain the safe operations of the Transit System. Care should be taken by CityLink or CityLift employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The bus operator should request police and/or supervisory assistance when the situation warrants.

These situations shall be handled in a fair and consistent manner. The bus operator shall document all incidents involving disruptive passengers via CityLink or CityLift Incident/Accident Report.

**Other issues related to passenger conduct**

Body odor, perfumes or other physical hygiene problems may disturb the reasonable comfort of other customers. Customers should be considerate of others in regards to the above stated conditions. In addition, an operator may request direction from dispatch and/or a supervisor for any notice to be given to customers to correct any hygiene concerns. Although not an incident that may cause a suspension of service, all customers have an obligation to consider reasonable comfort of other customers.

Conduct that is determined to be due to a disability of the customer may not result in a suspension. However, upon assessment, it may be determined the passenger may qualify to travel with a self-provided Personal Care Attendant (PCA).

**Federal regulations stipulates:**

It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse service to an individual with disabilities solely because the individual’s disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

This policy is developed in part in accordance with the *Americans with Disabilities Act*. The determination of whether an individual poses a direct threat to the health or safety of others will
be made on an individualized assessment. In any event a range of consequences will be used to address violations of this policy.

**Medically Related Restrictions:**

Greater Peoria Mass Transit District complies with existing laws governing the exposure of persons to human biological hazards and other health related hazards. This is a serious issue for CityLink or CityLift since many of our customers are in a high-risk category due to age and/or lowered immune system.

In order to protect CityLink or CityLift operators as well as our customers, CityLink or CityLift will deny transportation to any person who has visible evidence of any open or festering wound or sore. An open wound or sore may include but is not limited to medically-related opening which creates leaking or discharge of bodily fluids (dialysis pick-line, colostomy bag, vomiting, diarrhea, etc.) or an injury that causes an external break in body tissue. Parents or guardians with infants and young children under the age of three will not be denied transportation. However, you are expected to attend to such issues, prior to boarding any CityLink or CityLift vehicles if possible.

**Seriously disruptive passengers will be handled in the following manner:**

- After the first incident of **serious disruptive behavior**, a written warning may be issued to the passenger by the Operations supervisor or Safety officer. Also, after the first, second or third incident of **inappropriate behavior**, a warning could include a potential service suspension or service termination for the passenger for and upon any future disruptive incident by the passenger.

- CityLink or CityLift management may issue a service suspension or service termination. CityLink or CityLift operators, supervisors, security and management staff may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a GPMTD vehicle or the safe operation of the Transit System. Only the management of GPMTD services may issue a service suspension or service termination. A bus operator may temporarily deny service in an emergency situation only. In these extremely rare situations, dispatch should be contacted immediately.

- After the second documented incident by an Operations Supervisor or Safety Officer, it will result in a suspension of service.
Passengers who receive a written warning of any kind from CityLink or CityLift may within thirty (30) days of the date of the written warning, file a written response with GPMTD and request, in writing, to meet with the Director of Operations to discuss and review the incident. The Director of Operations shall meet with the passenger upon timely receipt of a written request.

It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based on a review of these factors. Every effort will be made to mitigate the circumstances when possible. It must be noted that under serious circumstances, a suspension or termination of services may be issued immediately or after the first or second incident.

SERVICE SUSPENSION/TERMINATION

Should a service suspension or service termination be issued, the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a “Letter of Suspension/Termination” will be sent documenting the reasons for and conditions of the service denial, and shall include the individual’s right to appeal, if any, and the requirements to file an appeal.

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to GPMTD board of trustees by submitting a written request for an appeal. The written request must be received by GPMTD within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the executive committee of the GPMTD board of trustees will schedule an appeal hearing with the individual as soon as possible. Every effort will be made to schedule the hearing within a two-week period following receipt of the request. Upon the conclusion of the appeal hearing, GPMTD board of trustees will render a decision on the appeal at the next board meeting.

Suspension Appeals Process

If you wish to appeal the decision, please write a letter to:

Assistant General Manager of Operations,
Greater Peoria Mass Transit District
2015 N.E. Jefferson Avenue
Peoria, Illinois 61603