



Violent - Disruptive Behavior & Customer Service Feedback Procedures for ADA Paratransit & Fixed Route Service

SECTION 1. Purpose

The safety and well-being of our passengers and employees, violent and/or disruptive behavior will not be tolerated. On occasion, behavior of certain passengers has been disruptive or even dangerous. A passenger's right to transportation can be terminated due to misconduct of the passenger. Such conduct includes but is not limited to:

No profanity or vulgarity is allowed while on board a transportation system vehicle, with the exception of passengers whose actions and verbiage are protected under ADA guidelines due to a disability. Actions of passengers with mental or cognitive impairments are given proper consideration. In the case of a passenger with a mental or cognitive disability we may suggest or mandate that a Personal Care Attendant accompany the passenger on each trip.

If the passenger's behavior warrants it, Salisbury Transit System (STS) reserves the right to immediately and/or permanently suspend a passenger's riding privileges.

No weapons (knives or firearms) will be allowed on a system vehicle.

Passengers are not permitted to eat, drink, or smoke in vehicles. Exception, eating and drinking on vehicles are allowed per ADA requirements and medical situations.

All passengers must wear seat belts to insure the safety of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by the seat belt policy and law.

No screaming, loud talking, singing, or playing of loud music.

No inappropriate display of affection or sexual activity to the driver or another passenger.

No release of human waste, including spitting, on the vehicle. This does not include instances of vomiting due to treatments, medication, or illness.

The driver will reserve the right to refuse transport to any passenger who appears to be intoxicated or under the influence of drugs.

SECTION 2. Suspension from Service

Procedures for violations of these rules are as follows:

- **First Incident:** When a passenger's behavior disrupts the driver or other passengers, the Transit Director, or his/her designee will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) about his/her behavior. The Transit Director, or his/her designee will state to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior. The Transit Director, or his/her designee must document this verbal warning, indicating the date and time the discussion took place.
- **Second Incident:** If the passenger continues his/her disruptive behavior, Transit Director, or his/her designee will speak with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) a second time. During this conversation, the passenger will be presented with a written warning or in another format of their choice (I.E. e-mail, phone calls, etc.) stating the reasons his/her behavior is objectionable and the steps he/she must take to correct the behavior. The warning will also state that another incident will result in a suspension of privileges to ride the transportation system for up to 30 days.
- **Third Incident:** A third incident will result in a suspension of transportation privileges for up to 30 days. The suspension notice will be delivered to the passenger and to the passenger's sponsoring agency (if the passenger is a human services agency client) by certified mail to his/her address and to that of the sponsoring agency, if applicable.

If a passenger continues his/her disruptive behavior following his/her return from suspension, a written notice will be delivered as identified in the Third Incident above to the passenger notifying him/her that he/she has been permanently suspended from riding a transportation agency vehicle. A copy of this notice will also be sent to the client's sponsoring human service agency, if applicable.

Salisbury Transit reserve the right to exceed the above violation procedures, including calling law enforcement and having a passenger removed from a system vehicle, should it become necessary for the safety of the driver and/or other passengers.

SECTION 3. Appeals (ADA Paratransit & Fixed Route)

Anytime Salisbury Transit must suspend a passenger's service (ADA Paratransit or Fixed Route), that passenger has the right to appeal the decision. Complainants must comply with Salisbury Transit's System Appeals procedures.

SECTION 4. Customer Experience

When sharing a compliment or complaint, please have the following information available, the passenger's:

- Name, address, and telephone number
- Detailed description of customer compliment or complaint
(e.g., bus operator provided excellent customer service, reservationist was very polite; late bus, rude telephone operator)
- Date and time of incident
- Vehicle identification
- Location of incident
- Call back desired

Any person who believes they have been subjected to discrimination or received inadequate customer service may file a complaint with STS. A complaint must be filed no later than 5 business days after the date of the incident. Complaints must be filed in writing or other format (I.E. e-mail, phone calls, etc.) to City of Salisbury, Attn: Salisbury Transit, PO Box 479, Salisbury, NC 28145, or by calling (704) 638-5252 or (704) 638-5253. The fax number (704) 638-8573. If the passenger prefers to share a compliment or file a complaint electronically, the information may be emailed to tsimm@salisburync.gov.

Complaints are reviewed by applicable department heads. The incident will be investigated by the appropriate personnel who will document the investigation. An investigation typically takes no longer than 5 business days; however, depending on the incident, a longer timeframe may be warranted. When more time is needed, STS staff will advise the complainant about the delay.

For ADA complaints, staff will telephone the complainant after the investigation has completed. During the call, the complainant may request a letter stating the investigation findings.

SECTION 5. Title VI Policy Notice to the Public

STS is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964 (as amended). STS's objective is to:

- Ensure the level and quality of transportation service is provided without regard to race, color, national origin, or disability
- Promote the full and fair participation of all affected populations in transportation decision making
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with limited English proficiency



STS is committed to a non-discrimination policy in the conduct of its business, including adherence to Title VI responsibilities and delivery of equitable and accessible transportation services. A person believing he or she has been subjected to discrimination under Title VI on the basis of race, color, national origin, or disability may file a Title VI complaint with STS. Such a complaint must be in person or in writing and submitted to the STS within 180 days following the date of the alleged discrimination. A Title VI Civil Rights Complaint Form is available online at www.salisburync.gov/transit by calling (704) 638-5252 or (704) 638-5253. Complaints should be addressed to:

City of Salisbury
Attn: Salisbury Transit
PO Box 479
Salisbury, NC 28145

This operational procedure was approved by Salisbury's Transportation Advisory Board and adopted by Salisbury Transit on April 13, 2017.

Transportation Director