



801 Leesburg Road * Fort Wayne, Indiana 46808 * Phone: 260-432-4977 * Fax: 260-436-7729 * www.fwcitilink.com

DISRUPTIVE PASSENGER CONDUCT POLICY

PURPOSE

The Fort Wayne Public Transportation Corporation (Citilink) provides public transportation that is open to all members of the public, without regard to race, color, sex, religion, disability, age, national origin, pregnancy, gender identity, sexual orientation, income level, limited English proficiency or any other personal factor ("Personal Characteristics"). It is expected that Citilink personnel will treat all of its passengers with dignity and respect. However, from time to time, there are situations when a passenger's conduct is so disruptive or offensive that it threatens the welfare, comfort, and safety of the passengers, Citilink drivers, and/or the safe operation of the transit system. In such circumstances, Citilink reserves the right to suspend and/or terminate a passenger's riding privileges. This policy has been established to protect the continuing safe operation of the transit system, the welfare, safety, and comfort for the general public riding Citilink vehicles or on the properties located at 801 Leesburg Road and 121 W Baker Street.

CONDUCT

Occasionally there are times when a passenger's conduct is, or becomes, extremely offensive and/or disruptive to the other passengers or to Citilink staff. This passenger's conduct threatens the safety of the passengers and the safe operation of the transit system. Some examples of dangerous or offensive behavior include, but are not limited to:

- Any illegal activity prohibited by law
- Violence or threats of violence
- Displaying a weapon or hazardous materials in a threatening manner
- Unwelcome physical contact
- Destroying or vandalizing property
- Loud, abusive or disruptive behavior including the use of fighting words that are likely to inflict injury or tend to incite an immediate breach of the peace
- Intoxication or use of drugs or alcohol
- Smoking or vaping in restricted areas
- Spitting, relieving oneself or other public health hazards (lice, bed bugs)
- Failure to comply with Citilink policies

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers, the driver, and the safe operations of the transit system. Citilink employees should help to resolve the situation to not make the experience even more disruptive for other passengers. The bus operator should request Supervisor and/or Police assistance when the situation warrants.

These situations shall be handled in a consistent manner, without regard to any personal characteristics of the individual(s) involved. The bus operator shall document all incidents involving disruptive passengers via Citilink's Incident/Accident Report.

DISCIPLINE

Disruptive passengers will generally be handled in the following manner. Citilink reserves the right to determine the first course of action dependent on the severity of the incident:

- **Step One**, a written or verbal warning may be issued to the passenger by the Citilink Chief Safety Officer, or their designee, warning of a potential service suspension or termination upon any future disruptive incident by the passenger.
- **Step Two**, a final written warning will be issued to the passenger by the Citilink Chief Safety Officer, warning of a service suspension or termination for the passenger upon the passenger's next disruptive incident.
- **Step Three**, or upon a prior incident if warranted as set forth below, the Citilink Chief Safety Officer or their designee may issue a service suspension or termination. Citilink may deny service to an individual when their presence presents an unsafe situation for anyone on Citilink's properties or while riding on any vehicle. A bus operator may temporarily deny service for conduct violations in rare or extreme situations after first notifying the Dispatcher.

If a Passenger's first incident is an extremely unsafe and hazardous situation, their actions could result in immediately receiving the discipline under Step Two or Step Three. Passengers who receive a verbal or written warning of any kind from Citilink have within thirty (30) days of the date of the warning to file a written response and request to meet with the Chief Safety Officer to discuss and review the incident. The Chief Safety Officer shall meet with the passenger upon timely receipt of a written request (within 30 days).

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. Effort will be made to mitigate the circumstances when possible and provide adequate warning prior to suspension.

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 (or hand delivered) documenting the reasons for and conditions of the service denial, and shall include a description of the appeal process.

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to the Citilink General Manager by submitting a written request for an appeal. The written request must be received by Citilink within thirty (30) days of the date of the Letter of Suspension/Termination. The General Manager will make a decision within thirty (30) days of the appeal request. If necessary, the passenger will be provided transportation to meet with the General Manager to present their appeal.