

PASSENGER CONDUCT POLICY AND PROCEDURES

PRESENTATION TO GCTD
BOARD OF DIRECTORS

September 1, 2021



Why do we need this policy?

- GCTD is preparing this as part of a renewed, nationwide public transit effort responding to disruptive passengers, and to create a formal policy outlining best practices.
- The Policy and Procedures is intended to address disruptive behavior, including direct threats, physical and or verbal abuse, carry on weapons, and other prohibited behavior by law, and how to properly respond.
- The Policy and Procedures is approved by GCTD's General Counsel and the Unions representing GCTD's employees. Information on the Policy and Procedures will be included in the Bus Book and on GCTD's website.

Passenger Conduct Policy & Procedures



GCTD's goal is to ensure that public transportation services are delivered safely, effectively, and efficiently in a manner that safeguards the public and protects its employees from risk posed by the passengers' disruptive conduct.



Prohibited Conduct & Behavior



Violence/Assault – physical force employed to violate, damage, abuse, injure, or strike in any manner

Threat – an expression or action showing intent to inflict harm. Giving signs or warnings of violence or the announcement of violence as a possibility.

Disruptive behavior (weapons, hazardous conduct, damage of property)
– any conduct that does not demonstrate respect for safety and welfare of themselves and/or others or that interferes and/or others or that interferes with the orderly provision of transportation services.

Such actions are strictly prohibited and will be prosecuted

Prohibited Conduct & Behavior



The behavior outlined will not be tolerated on GCTD service. Road Supervisor and/or Management will take direct and fitting action in response to misconduct.

GCTD reserves the right to suspend or revoke a passenger's riding privileges, either temporarily or permanently.

GCTD will provide the banned passenger an opportunity to appeal the decision.



QUESTIONS