

BLACKSTONE AREA BUS SYSTEM

Suspension of Service

Effective as of April 1, 2019

Date Adopted: 4/1/2019

Last Revised: 2/24/2020

I. Purpose:

It is the purpose of this policy to ensure a safe, secure, and respectful riding experience for all Blackstone Area Bus System (BABS) users by suspending service to users who do not comply with the rules and regulations stipulated by BABS

II. Policy:

Individuals in violation of the rules and regulations enforced by BABS may experience temporary loss of riding privileges depending on the severity of the incident. Incidents are categorized by typical, major, and health violations:

A. Typical Minor Violations include, but are not limited to:

- Use of profanity
- Smoking on transit vehicles
- Eating or drinking on transit vehicles
- Boarding transit vehicles without paying fare
- Boarding transit vehicles with more items than what one may contain in one's lap or directly in front of one's occupied seat
- Not wearing seat belts
- Listening to music without headset
- Distracting bus operator

Individuals exhibiting minor violations of BABS' rules and regulations will receive the following actions:

1. **First Offense** – a verbal warning by BABS bus operator to correct behavior
2. **Second Offense** – a verbal warning by BABS bus operator to correct behavior
3. **Third Offense** – a written warning by BABS' transit director stating that suspension of services by BABS will be instated if incidents of violations continue within thirty (30) days of written warning. The third offense will also be considered the individual's first major violation

B. Typical Major Violations include, but are not limited to:

- Discourteous treatment of riders or bus operators
- Possession of a weapon on transit vehicles
- Physical threats, violence, or harassment towards a rider or bus operator
- Participation in an illegal activity while on a transit vehicle
- Boarding transit vehicles while under the influence of alcohol or illegal substances

Individuals exhibiting major violations of BABS' rules and regulations will receive the following actions:

1. **First Offense** – a written warning by BABS’ transit director stating that suspension of services by BABS will be instated if incidents of violations continue within thirty (30) days of written warning
2. **Second Offense** – a written warning by BABS’ transit director and the immediate suspension of services for a minimum of five (5) consecutive days. The individual may not board transit vehicles operated by BABS during this time period
3. **Third Offense** – a written warning by BABS’ transit director and an immediate suspension of services for a minimum of fourteen (14) consecutive days. The individual may not board transit vehicles operated by BABS during this time period
4. **Immediate Removal** – bus operators may order the immediate removal of passengers from the transit vehicle if passengers continue to exhibit major violations in a given instance. The bus operator must provide no less than two verbal warnings notifying the passenger of the major violation. If the major violation or multiple major violations persist by the passenger, the bus operator must notify their direct supervisor immediately. The direct supervisor will then determine if further action is needed.

Bus operators are to immediately notify local law enforcement officials of any threat of injury to a passenger or the bus operator by another passenger. The bus operator must cease operations of the transit vehicle until local law enforcement officers arrive. Immediately after notifying local law enforcement officials, the bus operator must notify their direct supervisor. The bus operator will request the immediate removal of the passenger by law enforcement officers.

Reinstitution of service privileges will be decided by BABS’ transit director. Passengers who have threatened injury to another passenger or the bus operator will be denied riding privileges until further notice.

C. Health Violations include, but are not limited to:

- Exposing riders and/or bus operators to a public health concern
- These include, but are not limited to:
 - i. Not wearing a mask when exhibiting a viral or bacterial caused cough
 - ii. Exhibiting signs of carrying parasitic insects such as bedbugs
 - iii. Possessing open or untreated sores

The determination of what constitutes a health violation is in the sole discretion of the bus operator and administrative staff of BABS.

Individuals exhibiting health violations of BABS’ rules and regulations will receive the following action:

1. **All Individuals** exhibiting signs of a health violation will receive an immediate suspension of service until such health violations have been adequately treated or resolved in the interest of public health and safety

D. **Reporting Procedure** bus operators are to report any and all instances of violations to their direct supervisor within twenty four (24) hours. An incident report must be completed and given to the transit director clearly describing the incident and subsequent violation no later than forty eight (48) hours of the occurrence. Once complete, the following procedure occurs:

1. **Incident Investigation** should be conducted within twenty four (24) hours of receipt of incident report by the transit director. This investigation must include discussions with any and all BABS staff involved, any and all law enforcement officers involved, and any and all violators
2. **Notification** if necessary will be prepared by the transit director stating the reason for the notification and any suspension of service. It must be addressed and given to the violator by law enforcement officials
3. **Follow Up** will occur once a suspension period has been met. The transit director will prepare a notification informing the violator of the reinstatement of service privileges

III. **Authorization:**

Authorizing Signature: _____



Date: 04/3/2019

Transit Director