

CHARLEVOIX COUNTY PUBLIC TRANSIT DENIAL OF SERVICE POLICY

Charlevoix County Public Transit (“CCT”) is committed to providing safe and secure transportation services to the citizens of Charlevoix County. CCT has enacted this policy to protect the safety and welfare of the members of the public while riding our vehicles or on our property, and to protect the safety and welfare of our staff.

To ensure the safety and welfare of our passengers and staff, CCT has established: “Rules of the Road” for our riders. The Rules of the Road are as follows:

RULES OF THE ROAD

- 1. CCT requires exact fare at boarding. Bus tickets/passes can be purchased from drivers or dispatch office.**
- 2. CCT riders must be prepared to board the bus at the designated pick up time and location.**
- 3. CCT drivers are directed to wait three (3) minutes before departing. Time is extended for customers with disabilities.**
- 4. Please limit your baggage. If baggage is taking up necessary seating additional fare may be charged.**
- 5. Pets are permitted on the bus in an approved enclosed containers. Working animals assisting passengers with mobility issues or those in training are also permitted.**
- 6. It may be necessary to make several stops before your destination to accommodate other passengers.**
- 7. CCT will make every effort to serve you during adverse weather conditions. Delays and cancellations are possible.**
- 8. CCT request prior notification when you cancel a ride. If CCT responds and receives a “No-Show”, it will be documented by dispatch and passengers(s) will be expected to reimburse CCT for the previous “No-Show” trip before they can ride again.**
- 9. CCT does not allow eating, smoking, drinking. Playing of audio equipment is only allowed with earbuds or headphones.**
- 10. CCT will not tolerate any type of violence, threats, intimidation, and destruction of property or insubordination. CCT has the right to refuse service and remove passengers when necessary.**
- 11. CCT demands that passengers conduct themselves in an acceptable and respectful manner at all times. Any type of vulgar language, lewd or indecent behavior is unacceptable. Failure to comply will result in immediate removal.**
- 12. No weapons (exception made if passenger has a valid Michigan Concealed Carry Permit), illegal drugs, hazardous materials or other dangerously deemed items will be permitted on the bus.**
- 13. Any and all fraud and drug trafficking will be reported to law enforcement and customer will be permanently banned from service.**

- 14. Do not engage in any unnecessary conversation with the driver. Their focus should be on the road.**
- 15. Shirts and shoes must be worn in the vehicle. All passengers should be reasonably sanitary and free of extreme or unpleasant odors. CCT reserves the right to refuse service or debus any passenger at an appropriate location.**
- 16. CCT has the right to temporarily or permanently ban passengers from service when necessary.**

CCT reserves the right to temporarily or permanently ban passengers from service for violations of the above rules, or for any other reason that affects the safety and welfare of our passengers and staff.

PROCEDURES FOR A TEMPORARY OR PERMANENT RIDER BAN

If it is determined that an individual rider has violated one of the Rules of the Road; or otherwise endangers other passengers, or staff or disrupts CCT's operations, such an individual may be temporarily or permanently banned from using our public transportation services. For any such behavior or activity, a written incident report will be completed.

The written incident report will be provided to the CCT Manager/Committee, who will determine, in its discretion, the appropriate ban on a case by case basis. In making this determination, the Manager/Committee must consider, but is not required to give equal weight to, each of the following:

- The rider's explanation for the behavior;
- Whether this is a first instance of improper behavior;
- Whether there have been prior attempts to resolve the issue with the rider;
- The type and severity of the behavior;
- The nature, duration, and severity of the risk to themselves and others;
- The nature of the threat;
- Whether the police were involved;
- Whether there were any injuries or there was a probability that potential injury will occur;
- Prior bans for the same or different offenses;
- Whether the individual has a medically documented disability that attributed to the behavior; and
- Any other factor relevant about the situation.

After considering the above factors, the Manager/Committee will determine whether it is appropriate to provide a written warning to the rider or to proceed with a ban from using the public transportation services and, if so, the duration of such ban. Warnings or bans are not issued as punishment for conduct, but rather used to ensure the safety of other passengers and staff, and the orderly operation of transit services

If an individual is banned, temporarily or permanently, from using the public transportation services, the individual shall be provided with written notice of the ban including the basis for the

ban. The ban may be sent to the individual by first class mail or hand delivered to the rider. The written notice will include the name, address, and telephone number of an individual to contact to request a hearing to appeal or contest the ban. In some circumstances, an immediate ban may be required. If so, the rider will be given verbal notice at the time the ban is imposed, and a written notice will follow as soon as possible.

If an individual wishes to appeal a ban, the rider should provide written notice to the Manager within thirty (30) days of receiving the written notification of the ban including a request for a hearing. If a request for a hearing is received, such a hearing shall be held within a reasonable time, and no later than thirty (30) days upon receipt of the request. The hearing will be held before the Director or his/her designee. At the hearing, an oral or written explanation for the reason for the ban will be given. The individual, or their representative, will be given an opportunity to speak and explain his/her version of events, and will be permitted to present documents or other information (including information that the issues have been resolved or any options to mitigate the problems). The individual requesting the hearing may have an attorney present, at his/her own expense. Any information presented at the hearing will be considered. At the conclusion of the hearing, the Manager/Committee shall make a determination regarding the ban. The hearing's determination is final and binding.

These guidelines shall also be applicable should a vehicle passenger and/or other individual engage in disruptive or threatening behavior in any CCT building or facility.



Manager



Chairperson, Board of Directors

Date Approved: 7/26/17