

Disruptive Riders Policy

Policy:

SouthWest Transit is a public transit agency and does not discriminate against any rider for any prohibited reason. This policy is to keep the safety of the riders, drivers, and other vehicles on the road.

SouthWest Transit will not tolerate behavior that is disruptive to all those using public transit. SouthWest Transit prohibits behavior which is harmful, disruptive, disgruntled, offensive, or abusive, and behavior which in any way harasses staff and/or customers, whether verbally or physically, by telephone, electronic communication, or in person. SouthWest Transit also prohibits the use of any product which emits or discharges into the air, including, but not limited to, aerosol products, perfumes, and colognes, and all forms of tobacco and marijuana, including e-cigarettes and smokeless products.

Any person engaging in disruptive behavior may be asked to cease the behavior and/or may be asked to leave the SouthWest Transit facility or vehicle. In addition, SouthWest Transit reserves the right to suspend or ban individuals from the SouthWest Transit system.

SouthWest Transit differentiates between three distinct levels of offenses. Each level is described below, with examples given.

1. Minor Offenses - Behaviors that disrupt service without otherwise infringing on the rights of other customers, operators, or employees of SouthWest Transit or its contractors. Examples include, but are not limited to:

- Unintentionally damaging or soiling a SouthWest Transit vehicle
- Bringing an excessive number/size of packages on the vehicle
 - Due to capacity of vehicles, safety, and rider comfort, it is the rider's responsibility to control unsecured packages and packages that have loose items that could roll out. A passenger's packages cannot collectively take up more space than one passenger seat's worth of space.
- Failing to control a service animal
- Smoking or use of other prohibited or illicit substances
- Repeated no-shows or late-cancels of rides (SW Prime service)
- Delaying vehicle departure
- Using personal devices without earbuds/headphones
- Phone calls taken via speaker phone
- Fare evasion (intentional non-payment of fare)
- Solicitation and distribution of printed material, including, but not limited to:
 - Selling items
 - Political campaigning
 - Religious activity
 - Panhandling

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2. Major Offenses - These behaviors are those that infringe on the rights of other customers, staff, or operators and interfere with the safe operation of the vehicle. Examples include but are not limited to:

- Use of profane and/or threatening language directed at staff, operator or other customer(s).
- Disruptive behavior that impacts operator, staff, or other customers. (Ex. yelling, throwing items, banging on windows, etc.)
- Falsely booking or cancelling rides for another customer (SW Prime service)
- Attempting to operate the vehicle
- Intentional damage of property or equipment
- Stealing the property of riders, drivers or SouthWest Transit
- Exhibiting violent behaviors on a vehicle without striking or attempting to strike an operator or customer.
- Other unsafe conduct

3. Direct Threats - A “direct threat” is defined by Federal regulations [28 CFR § 36.104] as posing a “significant risk to the health or safety of others”. This may include both safety and security issues and/or highly infectious diseases or conditions. Examples include:

- Assault or attempted assault
- Sexual exposure or unwanted advances
- Serious health-related conditions or conduct impacting public health (bed bugs, tuberculosis (TB), spitting, intentional discharge of bodily substance, etc.)