



Board Adopted Policy

Policy Title:	Passenger Behavior	
Effective Date	03/20/2014	Review Cycle: three (3) years
Board Approval Date:	03/20/2014	Review Date: 04/17/2017
Review Date:	06/16/2020	

I. Application: Authority wide

II. Intent: The Benzie Transportation Authority (BTA) strives to ensure that all passengers are respectful and comfortable with each other and BTA staff while being transported in a BTA vehicle.

III. Procedure:

BTA passengers have a right to transportation provided by the BTA; that is why we are here.

BTA passengers have a right to be treated with courtesy, dignity and respect at all times by BTA personnel.

A passenger's right to transportation can be terminated by the transportation system due to misconduct of the passenger. Disruptive or abusive behavior to other passengers or the driver will not be tolerated.

No profanity or vulgarity is allowed while on board a BTA vehicle, with the exception of passengers whose actions and verbiage are protected under ADA guidelines due to a disability.

No weapons (knives or firearms) will be allowed on a BTA vehicle.

Passengers are not permitted to eat, drink, or smoke in BTA vehicle. Exceptions are made to allow eating or drinking which is medically necessary due to passenger's medical condition or treatment.

No screaming, loud talking, singing or playing of loud music is allowed.

No inappropriate display of affection or sexual activity to the driver or another passenger will be allowed.



No release of human waste, including spitting is allowed. This does not include instances of vomiting or incontinence due to treatment, medication, or illness.

The driver will reserve the right to refuse transport to any passenger who appears to be intoxicated or under the influence of drugs.

Procedures for violations of these rules are as follows:

First incident: When a passenger's behavior disrupts the driver or other passengers, the Operations Manager, or his/her agent will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) about his/her behavior. The Operations Manager will state to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior. The Operations Manager must document this verbal warning, indicating the date and time the discussion took place.

Second incident: If the passenger continues his/her disruptive behavior, the Operations Manager will speak with the passenger and the passenger's sponsoring agency representative (if the passenger is a human agency client) a second time. During this conversation, the passenger will be presented with a written warning stating the reasons his/her behavior is objectionable and the steps he/she must take to correct the behavior. The warning will also state that another incident will result in a suspension of privileges to ride the transportation system for up to 30 days.

Third incident: A third incident will result in a suspension of transportation privileges for up to 30 days. The suspension notice will be written, and hand delivered to the passenger's sponsoring agency (if the passenger is a human services agency client) or sent by certified mail to his/her address and to that of the sponsoring agency, if applicable.

If a passenger continues his/her disruptive behavior following his/her returns from suspension, a written notice will be hand delivered to the passenger, notifying him/her that he/she has been permanently suspended from riding a BTA vehicle. A copy of this notice will also be sent to the client's sponsoring human service agency, if applicable.

The BTA Operations Manager reserves the right to exceed the above violation procedures, including calling the police and having a disruptive passenger removed, should it become necessary for the safety of the driver and/or other passengers.