



VOTRAN FIXED ROUTE PASSENGER BEHAVIOR POLICY

Votran's mission is to identify and safely meet the mobility needs of Volusia County. This mission will be accomplished through a courteous, dependable, and an environmentally-sound team commitment to quality service.

As part of Votran's efforts to meet the goals of its mission, this policy will serve as a procedural guide to passenger behavior for the fixed route transit system in Volusia County, Florida. Votran maintains a separate policy for the paratransit (Gold) service.

- Votran passengers have a right to be safely and professionally transported by Votran.
- Votran passengers have the right to be treated with courtesy, dignity and respect at all times by Votran employees.
- Passengers must follow Votran rules, policies and procedures.
- Votran reserves the right to temporarily, or permanently suspend a passenger's riding privilege for misconduct by the passenger. Disruptive or abusive behavior to other passengers or the staff will not be tolerated.
- No profanity, vulgar language or racist comments will be allowed while on board a Votran vehicle or while speaking with

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staff, with the exception of passengers whose actions and verbiage are protected under ADA guidelines due to a disability.

- No weapons, alcohol, or non-prescription drugs will be allowed on a Votran vehicle.
- Screaming, loud talking, singing or playing of loud music will not be tolerated.
- Inappropriate behavior(s) or sexual activity towards the bus operator or another passenger will not be tolerated.
- Passenger who are bleeding, or soiled with bodily fluids will not be transported.
- Passengers may not eat, drink, smoke (including electronic cigarettes and personal vaporizers), or spit on Votran buses or towards others.
- Passengers without shoes, or shirts will not be transported.

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

Passengers who engage in disruptive or illegal activity will be issued a suspension of riding privilege notice. Law enforcement will be notified for investigation and possible prosecution. Examples include but are not limited to the following;

- Behavior that is Disruptive to the Service
- Holding the Vehicle Hostage
- Slanderous Verbiage / Inappropriate Screaming
- Unauthorized Use of Operating Equipment
- Illegal Acts

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- Urinating on or / in a Votran vehicle, or at a bus stop
- Physical Assault / Violent Acts
- Profane, Vulgar / Inappropriate Language
- Racist Language / Comments
- Indecent Exposure
- Sexual Harassment/Rape
- Physical And / or Verbal Threats
- Illegal Substance
- Theft of Property
- Damage of Property
- Unsafe Acts
- Jumping from a Moving Vehicle
- Improper Seatbelt Usage
- Fighting
- Throwing Objects From the Vehicle

Complaints of unacceptable passenger behavior will be investigated by Votran staff.

Votran's Assistant General Manager will make a decision on suspension of riding privileges based on the investigation.

The conduct in question will be handled based on the severity of the passenger's behavior.

The following will be issued after careful consideration of the event, and a thorough review of the evidence.

When warranted:

Notices to passengers will be written, and hand delivered to the passenger or mailed to a known address.

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- Trespass from one or more of Votran facilities; and / or
- Warning Letter of suspension of riding privileges for future similar behavior; or
- Temporary suspension of riding privileges from two days to two weeks depending on the severity of the behavior; or
- Permanent suspension of riding privileges based on the severity of the behavior.

Appeals

Within 10 days after receiving a notice of suspension of riding privileges to use Votran, a person receiving such notice may deliver to the General Manager a written request for review of the suspension.

The General Manager shall review the evidence of the case.

The General Manager has the discretion to reserve or modify the suspension of riding privileges. If so, the passenger will be provided written notice within 10 days of the receipt of the request for such a review.

Should the General Manager decide to affirm the suspension of riding privileges, an appeal committee will convene to review the decision. This appeal committee will meet within 10 days of the General Manager's decision to affirm the suspension of riding privileges.

The appeal committee will be comprised of the following.

- Representative from Volusia County.
- One Representative from the Volusia County Transportation Planning Organization (TPO)
- One Votran Management Team Members to be selected by the General Manager

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The passenger and one representative may be present at the appeals meeting.

Votran's AGM and / or Training, Safety and Security Officer will present the evidence that led to the suspension of riding privileges.

The decision of the appeals committee is final. The passenger will be provided written notice within 10 days of the appeals committee's decision.

End.