Operators Handbook

3.06 Refusing Transportation
Operators must never deny service and/or pass up a patron without the explicit authorization of a Dispatch or Supervisor. Operators are required to contact Dispatch for direction should a safety or security issue develop that would involve a refusal of service to customers. This should be done as discreetly and as quickly as possible. An Incident Report is required whenever a customer is denied service.

3.07 Passenger Ejection Of
Operators must never deny service and/or pass up a patron without the explicit authorization of a Dispatch or Supervisor.

Passengers behaving in a destructive or threatening manner must be politely requested to stop the offensive conduct. Situations that may lead to an altercation must not be pursued. The safety and security of the Operator and of passengers should never be jeopardized. If it becomes necessary to request that an individual exit the bus, good judgement and common sense must be exercised. Operators are prohibited from placing hands upon anyone without the person’s permission.

Assistance from the Dispatcher must be requested, providing the request can be made without placing anyone in danger. Any request from an Operator to the Dispatch requesting Police and/or Supervisor assistance will be handled on a priority basis. Mark the event by pressing the event switch for video retrieval, should the conduct/situation need to be reviewed. (See Rule 9.09 Communicating Emergencies)

Small children or passengers who appear to be disoriented will not be ejected, but will, if the situation warrants, be reported to the Dispatch for instructions.