



Passenger Code of Conduct

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Passengers may be refused service and undergo progressive disciplinary action to include suspension (up to and including permanently) from riding Kanawha Valley Regional Transportation Authority (KRT), due to disorderly conduct.

The following actions will be considered to be displays of disorderly conduct. This list is not all inclusive, but should serve as a guide toward understanding the types of actions/behaviors which will result in one's being denied transport, causing the need for progressive disciplinary action, and may lead to subsequent suspension from KRT:

- Smoking on a KRT vehicle
- Consuming alcoholic beverages or transporting open alcoholic containers.
- Displaying obvious signs of alcohol consumption prior to boarding on a KRT vehicle.
- Using illegal drugs or displaying recent use of such drugs that is obviously detected by smell on person or clothing.
- Refusing to pay the fare upon entering the vehicle.
- Refusal to allow the wheelchair and/or other assistive mobility device to be secured.
- Presenting dangerous/hazardous/disruptive behavior to the driver or other passengers (this can include any loud, raucous, unruly, harmful, harassing, or other related behaviors).
- Possessing/carrying, exhibiting, displaying or drawing any firearm or a deadly weapon (to include, but not limited to, dagger, sword, knife or other cutting/stabbing instrument, club or any other weapon apparently capable of producing bodily harm) in a manner, under circumstances, and at a time and place that manifests an intent to intimidate another or that warrants alarm for the safety of other persons.
- Violation of any federal, or state civil and criminal law.
- Extending any object or portion of one's body through the door or window of a KRT vehicle while it is in motion.

- Spitting at, in or on the property of KRT, a KRT driver or passenger.
- Destroying, defacing, or otherwise damaging the property of KRT.
- Displaying any sexually harassing behavior toward the KRT driver and or any other passengers (this includes the use of explicit language/dialogue, display of sexually graphic materials or any other sexually harassing behaviors).
- Carrying out any act which tends to create or incite, or actually creates/incites, an immediate breach of peace. This includes, but is not limited to fighting, pushing, hitting, dangerous horseplay, use of foul/obscene/racist/sexually explicit language or discussion, noisy or boisterous conduct, threats of any sort or any other dangerous actions or actions likely to provoke a violent reaction, fear, anger, or apprehension.
- Throwing *any* object at KRT property, KRT drivers or any passenger.

Procedures for Disciplining Passengers

- Driver shall notify the dispatcher when any transported passenger has proven to be a problem, so the date, nature of problem and what was done can be tracked.
- If a passenger has been reprimanded three times in one year, an Operations Supervisor will contact the passenger to discuss their disruptive behavior patterns. If the inappropriate behavior persists, the passenger may have his/her rights to transportation services suspended for the remainder of the year, to the extent feasible.
- The passenger to be excluded from the vehicle shall be notified by KRT in writing, referencing the dates and nature of the problem.
- An excluded passenger shall be re-admitted to the vehicle only after the operations department notifies the driver that the passenger may be re-admitted.

Progressive Disciplinary Process

- The first violation will result in a written warning.
- The second violation will result in a suspension from riding KRT for a 30-day period (retro-active to the date of the incident).
- The third violation will result in a suspension from riding KRT for a 60-day period (retro-active to the date of the incident).
- The fourth violation will result in permanent disbarment from riding KRT.
- Based upon the severity of the conduct/behavior of the passenger, KRT reserves the right to shorten the progressive disciplinary process at any point in time, allowing for the ability to proceed directly to the fourth step in the process (permanently suspending a passenger from use of the KRT). Determination for such a decision will be based upon the recommendation of the operating department.
- The passenger will be notified by KRT in writing within seven days of any disciplinary action. The letter will state the reasons for and duration of the suspension, and it will also include a copy of the appeal process. In the event of the Executive Director's absence, the letter can be prepared by the Director of Operation's signature.

Passengers should address an appeal in the following manner:

- The appeal process may be utilized by any passenger who wishes to appeal a decision of suspension. The Director of Operations will serve as the body addressing all passenger appeals.
- The passenger must request a hearing in writing within thirty (30) days of the written notice of suspension from KRT. Hearing requests must be mailed, or faxed to the attention of the Director of Operations, P. O. Box 1188, Charleston, WV, 25324, fax:304-343-3877
- The Director of Operations will inform the passenger of the hearing date, place and time in writing, at least 2 week before the hearing date.

- The passenger may bring one or more witnesses to the hearing, if desired.
- Decisions must be presented in writing to the passenger on behalf of KRT within seven (7) days of the hearing.