



Fixed Route (Huskie Line) Service Riders Guide

Effective January 01, 2021

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City of DeKalb Passenger Conduct Policy

The City of DeKalb oversees fixed route and paratransit bus services within the DeKalb Urbanized Area through the City's transit provider contract with Transdev Services Inc. The safety and security of all public transit passengers and operators is of the utmost concern to the City of DeKalb and Transdev Services Inc. Every member of the riding public has an obligation to contribute to the safety of others riding the bus by refraining from inappropriate and seriously disruptive behavior at bus shelters, stops, and transit facilities.

To this end a standard of conduct is expected from every patron using the City of DeKalb Public Transit service. Any time inappropriate behavior is exhibited on transit properties, the person(s) may lose the privilege of using the City's public transit services and facilities. Seriously disruptive, inappropriate behavior, or recurring incidents will result in immediate loss of riding privileges. For customers thirteen and under, parents or guardians will be contacted in the event of the customer not adhering to passenger conduct policies.

Rules of the Ride

- No smoking or vaping allowed on the bus
- No food or beverages allowed on the bus
- Do not bring on more packages than you can carry yourself in one trip
- No weapons of any kind are allowed
- Stand in front of the standee line at the front of the bus near the driver's seat
- Large batteries, gasoline can, propane tanks, and oxygen tanks (except for medical use) are not allowed
- Loud, offensive, vulgar language is not acceptable
- Roughhousing or excessive playing is not allowed
- Shoes and shirts are required to ride the bus
- Keep aisle clear of carts, strollers, and large packages
- Headphones needed for audio devices
- Avoid long conversations with the driver
- Board vehicles as unattended minors, independent of age, that are not able to pay a fare, navigate the system alone, and have or know the contact information for their parent or guardian. Any child who cannot comply with these requirements must be always accompanied by a responsible individual who is at least 14 years of age or older.
- Respect others that ride the bus with you

Inappropriate Behavior

- Inappropriate behavior is conduct that does not demonstrate respect for the rights and dignity of others. It interferes with the orderly operation of transit services; damages public property; is disruptive; or violates the rules of riding the bus, including, but is not limited to the following:
 - **Profanity**
 - **Refusal to share seat with another passenger**
 - **Loud music**
 - **Distracting the operator**
 - **Pushing and jostling when getting on the transit vehicle**

Serious Disruptive

Behavior Serious disruptive behavior is conduct that is violent, illegal, or endangers the health or safety of others. Such behavior includes, but is not limited to the following:

- Threats
- Physical or verbal abuse
- Unlawful harassment, including unwelcome verbal, non-verbal or physical behavior having sexual or racial implications
- Possession of a weapon on or around transit facilities or vehicles
- Damaging or destroying transit facilities or the personal property of another passenger or transit operator
- Drinking alcoholic beverages
- Possession or use of illegal drugs
- Smoking of any kind, including electronic devices
- Discourteous treatment of passengers or transit operators
- Bodily fluids released from the passenger, clothing, or mobility device.

Disruptive passengers, as described above, should be handled carefully to protect the safety of the other passengers and the driver and maintain the safe operations of the transit system. Care should be taken by Transdev employees to help ensure that resolving the situation does not make the experience even more disruptive for other passengers. The bus operator should request police and/or supervisory assistance when the situation warrants. The City and Transdev reserve the right to immediately refuse paratransit service to an individual when necessary to protect the health and safety of other customers or employees.

Other issues related to passenger conduct:

Body odor, perfumes or other physical hygiene problems may disturb the reasonable comfort of other customers. Customers should be considerate of others regarding the above stated conditions. In addition, an operator may request direction from dispatch and/or a supervisor for any notice to be given to customers to correct any hygiene concerns. Although not an incident that may cause a suspension of service, all customers have an obligation to consider reasonable comfort of other customers.

Conduct that is determined to be due to a disability of the customer may not result in a suspension. However, upon assessment, it may be determined the passenger may qualify to travel with a self-provided Personal Care Attendant (PCA).

Federal regulations stipulates:

It is not discrimination under this part for an entity to refuse to provide service to an individual with disabilities because that individual engages in violent, seriously disruptive, or illegal conduct. However, an entity shall not refuse service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees or other persons.

This policy is developed in part in accordance with the Americans with Disabilities Act. The determination of whether an individual poses a direct threat to the health or safety of others will be made on an individualized assessment. In any event, a range of consequences will be used to address violations of this policy.

The City of DeKalb complies with existing laws governing the exposure of persons to human biological hazards and other health related hazards. This is a serious issue for City of DeKalb and Transdev since many of our customers are in a high-risk category due to age and/or lowered immune system.

In order to protect Transdev operators as well as our customers, Transdev will deny transportation to any person who has visible evidence of any open or festering wound or sore. An open wound or sore may include but is not limited to medically related opening which creates leaking or discharge of bodily fluids or an injury that causes an external break in body tissue. Parents or guardians with infants and young children under the age of three will not be denied transportation. However, you are expected to attend to such issues, prior to boarding any Transdev vehicle if possible.

Seriously disruptive passengers will be handled in the following manner:

- After the first incident of serious disruptive behavior, a written warning may be issued to the passenger by a member of the Transdev management staff, *the city of DeKalb or the local police department*. Also, after the first, second or third incident of inappropriate behavior, a warning could include a potential service suspension or service termination for the passenger for and upon any future disruptive incident by the passenger.
- Transdev operators, supervisors, security and management staff may deny service to an individual or individuals when their presence presents an unsafe situation for anyone on a Transdev vehicle or the safe operation of the transit system.
- After the second documented incident by Transdev management, *the city of DeKalb or the local police department*, it will result in a suspension of service. Passengers who receive a written warning of any kind from Transdev or *the city of DeKalb* may, within thirty (30) days of the date of the written warning, file a written response with Transdev and request, in writing, to meet with the General Manager to discuss and review the incident. The General Manager shall meet with the passenger upon timely receipt of a written request.

It is understood that each situation involving a disruptive passenger involves a unique set of facts and circumstances and follow up, if any, will be based on a review of these factors. Every effort will be made to mitigate the circumstances when possible. It must be noted that under serious circumstances, a suspension or termination of services may be issued immediately or after the first or second incident.

SERVICE SUSPENSION/TERMINATION Should a service suspension or service termination be issued; the duration will be determined based upon the severity of the situation and the likelihood or probability of a recurrence. If a mailing address can be obtained for the individual being denied service, a “Letter of Suspension/Termination” will be sent documenting the reasons for and conditions of the service denial, and shall include the individual’s right to appeal, if any, and the requirements to file an appeal.

APPEAL

A passenger who has been issued a suspension or termination of service may appeal the denial of service to the City of DeKalb by submitting a written request for an appeal. The written request must be received by the City of DeKalb within thirty (30) days of the date of the Letter of Suspension/Termination. Upon receipt of the appeal request, the Transit Manager of the City will schedule an appeal hearing with the individual as soon as possible. Every effort will be made to schedule the hearing within a two-week period following receipt of the request. Upon the conclusion of the appeal hearing, the Transit Manager will render a decision on the appeal within seven (7) days.

Suspension Appeals Process

If you wish to appeal the decision, please write a letter to:

Transit Manager
City of DeKalb
1216 Market St.
DeKalb, IL 60115