

Passenger Discipline Policy

MANAGEMENT PROCEDURES

Company actions depend on severity of issue. General Manager (GM) determines the severity of the issue. In the event that there is real or perceived conflict of interest for the GM, the President will manage the response to the event.

- Low Severity:
 - GM will issue a final warning to passenger. (Passenger gets only one warning).
 - Warning will be copied to Board of Directors.
 - Second incident results in an automatic 10-day suspension of ALL services. GM will notify Board of the suspension.
- High Severity:
 - GM has authority to issue an automatic 10-day suspension. GM will notify Board of the suspension.
 - GM will call a meeting of the full Board within 10 days (suspension period)
 - Board will decide penalty – which could include suspension of services for some period of time beyond 10 days.

EMPLOYEE PROCEDURES

CTC employees may need to deny services to an individual for a variety of reasons as outlined in our passenger policies. To summarize those policies, employees may refuse transportation or services to any individual who is causing a disruption to the service and/or presents a safety concern for passengers and/or employees. The employee is given the authority to determine if such a condition exists.

In some instances, CTC may have suspended or terminated one or more services for an individual. This individual may not be exhibiting inappropriate behavior at the time they enter the parking lot, bus or boat – but they are trespassing as long as services have been suspended or terminated. If service is suspended or terminated for an individual, CTC management will inform employees of the persons.

In all cases (including suspended or terminated service rights), the employee should handle the situation as follows:

Buses

Passenger Discipline Policy

- Tell the person to get off the bus. Give them a reason (you are disruptive, you are trespassing, etc.).
- If the person leaves the bus, call the GM immediately and write an incident report.
- If the person refuses to leave the bus, call the police and then the GM. If you are at Cousins call the Yarmouth police. If you are the Route One Lot, call the Cumberland police.
 - a. Do not engage with the person or move the bus until the police arrive. Explain to the police the situation. Keep in contact with the GM throughout this process.
 - b. Proceed with your run when the person has been removed.
 - c. Write an incident report
- If disruption occurs while bus is in transit:
 - a. Assault between passengers – pull over and call police
 - b. Threatening but not assaulting other passengers – pull over, tell them to move away from other passengers, call police if needed
 - c. Verbally abusive but not threatening – pull over, explain that they need to stop behavior or they could lose riding privileges, call police if needed.
 - d. Do not put the passenger off the bus while in transit. Pull over and wait for the police.

Ferry

- The Captain will tell the person to get off the ferry.
- The Captain should give the person a reason (you are disruptive, you are trespassing, etc.) Deckhands should not interact with the passenger unless instructed to do so by the Captain.
- If the person leaves the ferry, call the GM immediately and write an incident report.
- If the person refuses to leave the ferry, call the police and then the GM. If you are at Cousins call the Yarmouth police. If you are at Chebeague, call the Cumberland County Sherriff.
- It is the Captain's decision whether or not to proceed with ferry trip – but under no circumstances should the ferry proceed if the person is a threat to employees or passengers. The ferry should remain in place if there are any safety concerns.
- Write an incident report.

Parking Lots

Passenger Discipline Policy

- Tell the person to leave the property (parking lot). Give them a reason (you are disruptive, you are trespassing, etc.).
- If the person leaves the property, call the GM immediately and write an incident report.
- If the person refuses to leave the property, call the police and then the GM. If you are at Cousins call the Yarmouth police. If you are the Route One Lot, call the Cumberland police.
 - a. Do not engage with the person while you wait for the police to arrive. Explain to the police the situation. Keep in contact with the GM throughout this process.
 - b. Write an incident report

NUMBERS TO CALL:

YARMOUTH POLICE: 846-3333

CUMBERLAND POLICE: 829-3120

CUMBERLAND COUNTY SHERIFF: 893-2810

EMERGENCY DIAL 911

Adopted by CTC Board 02/15/2018