

Passenger Behavior Policy

CTC reserves the right to refuse transportation to any person failing to abide by its rules and regulations or those of the United States Coast Guard or Department of Transportation pertaining to the safe and efficient operation of passenger vessels and buses, as specified in the latest revision of the United States Code of Federal Regulations (CFR). By law, employees are required to take action to enforce those regulations. *CTC may refuse transportation to any person:*

1. whose behavior is potentially dangerous to him/herself, other passengers, children, the bus, or the vessel,
2. whose behavior causes significant disruption to other passengers,
3. who is under the influence of alcohol or drugs,
4. who is incapable of taking care of him/herself,
5. who fails to abide by smoking regulations,
6. who fails to abide by CTC rules and regulations or those of the United States Coast Guard or Department of Transportation pertaining to the safe and efficient operation of the buses or vessels, or
7. Who engages in other serious or improper behavior.

Possible actions in response to improper behavior as specified above include:

1. Verbal and written warning
2. Refusal of transportation services
3. Suspension of transportation services
4. Termination of transportation service privileges.

Adopted by CTC Board February 2018