

San Mateo County Transit District

Passenger Suspension Policy

Purpose

The San Mateo County Transit District (District) is committed to the safety and security of all passengers using its services and of all District staff, including District bus operators. The District seeks to ensure that its services, including SamTrans fixed-route bus, Redi-Wheels, RediCoast, Ride Plus, SamCoast, District shuttles and all other District services and facilities are operated and utilized in a safe manner and that appropriate, respectful conduct is maintained on all District vehicles and property so that members of the public may use these services and facilities safely.

The District has established a Code of Conduct and Enforcement Policy to set clear rules for behavior on District services, vehicles and property, outline enforcement procedures, and ensure a safe, welcoming environment that promotes respectful interactions for all riders and visitors. Under the Code of Conduct, Passengers are prohibited from engaging in unsafe, disruptive and/or harassing conduct. However, some passengers continue to violate the Code of Conduct and may need to be suspended from using District services and facilities. This Passenger Suspension Policy, like the Code of Conduct and Enforcement Policy, applies to all passengers who use District services and facilities, including passengers entering, exiting or riding SamTrans, Redi-Wheels, RediCoast, Ride Plus, SamCoast, and District shuttles, and all persons waiting at or otherwise using a designated District bus stop or station.

Suspension Procedures

1. Bus, paratransit, microtransit or shuttle operators, other front-line employees or contractors, and their supervisors may recommend that the Chief Operating Officer suspend a person from use of District services, vehicles, property, and/or facilities following one or more incidents of unsafe, disruptive and/or harassing behavior in violation of the Code of Conduct. The length of suspension will depend on the severity of the violation and is at District's sole discretion.
2. Prior to suspending any person from use of District vehicles, property, and/or facilities, the Chief Operating Officer will issue a written notice to the disruptive passenger. The notice must indicate the reason(s) for suspension (including which specific rule in the Code of Conduct was violated), the time period of the suspension, and the District services, vehicles, property, and/or facility subject to this suspension. Such written notice also must describe the appeals procedure set forth in Section 4.

3. The District may issue a suspension order to any disruptive passenger as follows:
 - a. The first suspension order may be in effect for up to 30 days.
 - b. A second suspension order, if issued within one year of the first, may be in effect for up to 90 days.
 - c. A third or subsequent suspension order issued within one year may be in effect for up to 180 days.
4. Appeal of Suspension Notice
 - a. Within 21 days from issuance of suspension notice, the disruptive passenger may appeal the findings against them, in writing to the Deputy General Manager. The appeal must specifically state the grounds for the appeal and present any information opposing the suspension. If the disruptive passenger does not submit an appeal by this deadline, their right to appeal is waived and they will not be able to appeal these findings to District in the future.
 - b. Within seven days from receiving the person's request for initial review, the Deputy General Manager will consider the information presented and sustain, modify or repeal the suspension. The Deputy General Manager shall mail a notice of the result of the initial review to the disruptive passenger. The decision made by the Deputy General Manager or their designee is considered final unless a second-level appeal is initiated.
 - c. If the passenger disagrees with the outcome of the initial review, they may pursue a second-level appeal to the General Manager/CEO. A second-level appeal will be considered during a hearing before the General Manager/CEO.
 - d. The person who considers the second-level appeal will not be the same person who made the initial suspension decision.
 - e. If there is no Deputy General Manager, then appeals will be heard by the General Manager/CEO and second-level appeals will be heard by the Board of Directors. If there is no General Manager/CEO, then the second-level appeal will be heard by the Board of Directors.

The Passenger Suspension Policy is not intended to limit, replace or conflict with any federal, state or local law, regulation or ordinance, and does not limit or prevent the District or any law enforcement agency or entity from taking any lawful action against any person, including in or on any District vehicle, facility, or property.