

Passenger Suspension of Service Policy

Objective

The purpose of this policy is to outline the circumstances under which passengers may be temporarily or permanently suspended from using the public transit services provided by the City of Cottonwood through Cottonwood Area Transit. This ensures the safety, comfort, and well-being of all passengers and staff.

Scope

This policy applies to all passengers utilizing the public transit services operated by Cottonwood Area Transit.

This policy does not seek to limit, replace, or conflict with any federal, state, or local law, regulation, or ordinance and does not limit or prevent any law enforcement agency or entity from taking any lawful action against any person in or on public transit services provided by Cottonwood Area Transit.

1. Grounds for Suspension

Passengers may be suspended from using public transit services for inappropriate behavior directed towards passengers and/or Cottonwood Area Transit personnel. Grounds for suspension include but are not limited to the following:

- **Violence or Aggression:** Engaging in physical or verbal violence, threats, or any form of aggressive behavior towards other passengers or staff. Passengers are prohibited from bringing any items of a dangerous nature on-board buses including: weapons; flammable liquids; dangerous, toxic or poisonous substances; vessels containing caustic materials, chemicals, acids or alkalis; fishing rods which are not broken down or have unsecured or exposed hooks or lures, ski poles unless secured to skis or have tip covers; sheet glass and sharp objects.
- **Vandalism:** Damaging or defacing transit property, including buses, stops, and facilities.
- **Fare Evasion:** Instances of fare evasion or fraud.
- **Food, Drink, Alcohol, Tobacco, and Illegal Drugs:** Riders may not bring open food or beverage containers onto Cottonwood Area Transit. Food must be kept in a sealed or resealable container and beverages must be sealed or in a spill-proof container. Eating food is strictly prohibited. Fast food items, drinks, and convenience store beverages are prohibited as they can create spill hazards. Being under the influence of drugs or alcohol to the extent that it poses a risk to oneself or others. Passengers are prohibited from drinking alcoholic beverages or possessing open containers of alcoholic beverages while on the bus. Passengers are prohibited from smoking (i.e. tobacco marijuana, electronic cigarettes and vaporizers) on buses.
- **Harassment:** Any form of harassment, including but not limited to, sexual harassment, racial discrimination, or bullying.

- **Disruptive Behavior:** Actions that disrupt the safe and comfortable operation of the transit service, including, but not limited to being loud, abusive, indecent, profane or disruptive.
- **Commercial Activity/Solicitation:** Engaging in unauthorized canvassing, selling, soliciting or distributing any material on-board buses.
- **Indecent Exposure:** Indecent exposure is prohibited. Tops, bottoms and footwear are required at all times. Additionally, exhibiting inappropriate personal hygiene, i.e., an individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers, is prohibited.
- **Unauthorized Animals:** All animals (except service animals) must be carried inside an enclosed and secured cage or carrying case small enough to fit on a rider's lap, and must not endanger or disturb other passengers. Service animals must be under the control of their handlers, must not block seats or aisles and must not pose a direct threat to any passengers or employees. Service animal handlers are responsible for any damage caused by their service animals. In accordance with the Americans with Disabilities Act requirements, Cottonwood Area Transit personnel may ask whether a passenger's animal is a service animal and what service the passenger's animal is trained to perform.
- **Non-Compliance with Policies:** Failure to comply with transit policies and regulations.

2. Suspension Process

- **Warning:** Passenger engaging in prohibited conduct will be given at least one (1) written warning regarding the conduct or behavior for which a service suspension is contemplated unless conduct inflicts serious harm on another passenger or on Cottonwood Area Transit personnel, results in serious damage to Cottonwood Area Transit property, and/or creates an immediate risk to safety, may warrant immediate suspension of service without a warning, and/or permanent suspension from the service.
- **Incident Reporting:** Incidents must be reported to the transit department by staff or passengers, providing a detailed account of the behavior and any supporting evidence.
- **Investigation:** The Transportation Manager will investigate the reported incident to determine the validity of the claim and gather all relevant information.
- **Notification:** If a suspension is warranted, the passenger will be notified in writing of the suspension, including the reasons for the suspension, its duration, and any conditions for reinstatement.
- **Suspension of Unidentified Passengers:** While every attempt will be made to identify a passenger who violates this policy, passengers who cannot be identified by name and address are also subject to these sanctions. A posting will be provided in the operations department to assist in identifying the individual. In these cases a John/Jane Doe suspension or exclusion can be issued. The photograph of the person will be posted for drivers and operations personnel along with the relevant details leading to the suspension or exclusion. These persons will be identified as John/Jane Doe followed by the date of the suspension.
- **Right to Appeal:** Suspended passengers have the right to appeal the decision in writing. Appeals may be submitted online at <https://cottonwoodaz.gov/FormCenter/Transportation-7/Cottonwood-Area-Transit-Passenger-Suspen-93>. Appeals must be submitted within 10 business days of receiving

the suspension notice. The City Manager will review the appeal and issue a final decision.

3. Duration of Suspension

- **Temporary Suspension:** Depending on the severity of the incident, a temporary suspension can range from a few days to several weeks.
- **Permanent Suspension:** For severe or repeated violations, a passenger may face permanent suspension from using public transit services.

4. Reinstatement Conditions

- Passengers who have been suspended may be required to meet certain conditions before reinstatement, such as providing assurances of future compliance with transit policies.

5. Non-Compliance with Suspension Order: Trespassing

- If an individual subject to a suspension order enters a facility or utilizes the services before the reinstatement date, police will be called and the individual will be subject to arrest for trespassing. Suspensions of individuals who trespass may be extended.

6. Communication

- **Public Information:** Information about the suspension policy will be made available to all passengers through the transit website.
- **Staff Training:** Transit staff will receive training on the enforcement of this policy and the procedures for reporting and handling incidents.

6. Policy Review

- This policy will be reviewed annually and updated as necessary to reflect changes in legal requirements, industry best practices, and organizational needs.

Approval

This policy was approved by Council Resolution at a legally authorized City Council meeting held on March 4, 2025.