

**CITY OF WAUKESHA****Administration**

201 Delafield Street, Waukesha, WI 53188  
Tel: 262.524.3701 fax: 262.524.3899  
www.ci.waukesha.wi.us

<b>Committee:</b> Transit Commission	<b>Date:</b> 4/19/2018
<b>Common Council Item Number:</b> 18-0477	<b>Date:</b> NA
<b>Submitted By:</b> Fred Abadi- Public Works	<b>City Administrator Approval:</b> Kevin Lahner, City Administrator KL
<b>Finance Department Review:</b> Rich Abbott, Finance Director RA	<b>City Attorney's Office Review:</b> Brian Running, City Attorney BER
<b>Subject:</b> Approval of Passenger Conduct Policy	

**Details:**

This item is to seek the approval of a passenger conduct policy. Several of the medium to large transit systems in Wisconsin have formally approved passenger conduct policies that outline what behaviors and circumstances warrant suspension of use of facilities and services and includes an appeals process. The policy is meant to guide Transit staff in disciplining individual(s) that cause issues for other passengers and staff. It also will inform passengers of the consequences of inappropriate behavior on Waukesha Metro Transit buses or in its facilities. The goal is to deter future inappropriate behavior and unsafe conditions which will help to ensure a better riding experience for all using Waukesha Metro Transit and Metrolift.

Currently Waukesha Metro Transit does not have a formal conduct policy. Transit and Parking have developed a procedure for dealing with individual(s) acting inappropriately at the Transit Center which includes suspension of use of the Transit Center and has helped to reduce the frequency of incidents. The formal passenger conduct policy would cover activities at the Transit Center as well as for activities onboard the bus. The policy was developed by reviewing rider conduct policies from other systems around the State and includes the ability for an individual suspended to have the right to two (2) appeals with the Transit Commission making the decision of the final appeal.

**Options & Alternatives:**

The alternative is not adopting a passenger conduct policy remain as the status quo but leaves staff with no guidance for suspending use of facilities and/or services and does not allow for a set appeals process.

**Financial Remarks:**

There are no financial implications from enacting such a policy.

**Executive Recommendation:**

Recommend approval.

