



Progressive Discipline Policy

The RTA's mission is to provide accessible, safe, convenient, and efficient transportation for all citizens in the cities, communities and rural areas of Delaware, Dubuque and Jackson Counties to enhance their quality of life. Therefore, it is important that all passengers respect the other passengers on the bus including the bus driver. If a passenger does not, the RTA reserves the right to refuse service. Video cameras are installed on all of the buses and monitored on a regular basis.

Passenger Conduct:

Safe, respectful conduct is expected of all passengers to ensure safety:

- Obey the driver's instructions when first requested.
- Remain seated and in your seatbelt
- Respect others and their property.
- Keep your hands to yourself.
- Use "inside voice" and keep the noise level low

Serious or persistent violations offensive to, or endangering the safety of others will result in discipline. Certain activities may result in immediate suspension from bus riding privileges.

These include but are not limited to:

- fighting on the bus
 - throwing objects in or out of the bus
 - possession of dangerous weapons or articles
 - destroying or defacing of RTA property
 - use of sparking devices (i.e. lighters/matches)
 - smoking, or use/possession of drugs, alcohol or any form of tobacco
 - obscene gestures or profanity directed at the bus driver or others
 - bullying on the bus *
 - any part of the body extended outside of the bus
 - assault on a bus driver will result in indefinite suspension and possible criminal charges
 - pointing a laser pointer at a bus driver will result in suspension from the bus and possible criminal charges
 - non-payment of services
 - Sexual activity including but not limited to; kissing, hugging, touching, flashing, etc.
- (Any and all of these activities justify an incident report from the driver)

* Please see our policy on Zero Tolerance Bullying

Passengers & Parents/Guardians:

Please discuss these bus passenger rules and procedures with your loved one or support network. Passengers should appreciate the important part they play in accomplishing SAFE and EFFICIENT transportation. Passengers should understand that riding the RTA is a privilege and all passengers should exercise appropriate, safe, and respectful behavior. Unruly conduct on the bus is placing everyone at risk. Your cooperation in communicating this very important message would be most appreciated.

Our discipline policy is as follows:

- First offense: Verbal warning – to passenger only
- Second offense: Written warning. Written warnings will be shared with RTA administrative staff, passengers, guardian, and/or human service agency staff.
- Third offense: Final written warning. Written warnings will be shared with RTA administrative staff, passengers, guardian, and/or human service agency staff.
- Fourth offense: The passenger will be suspended* for a period of up to and including permanent suspension from the RTA service

* In extreme measures the RTA reserves the right to refuse any passenger from riding the bus. The length of a suspension depends on the severity of the offense. After a passenger has received a suspension the RTA and the guardian/human service agency will discuss the possibility of that passenger riding with the RTA again.

There may be some exceptions to these disciplinary actions as determined by the RTA and the guardian/human service agency. Incidences can be pending depending on the nature of the offense. If a passenger is suspended for misconduct on a bus, the suspension will apply to all buses and all drivers. Passengers have the right to appeal a suspension which can be done by writing a letter to the RTA Director of Transit Services, Chandra Ravada.

If you have any questions please contact:

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