



## **Operator Training, Passenger Rules of Conduct and Respecting the Ride**

Emily Bergkamp, Operations Director, She/Her Pronouns

# Guiding Principles

- Mission
  - To provide and promote transportation choices that support an accessible, sustainable, livable, healthy, prosperous community
- Vision
  - To be a leading transit system in the country, recognized for our well trained, highly motivated, customer-focused, community minded employees committed to enhancing the quality of life for all citizens of Thurston County

# Customer Service First

**You can teach many people to drive...**

**...we aspire to continuously improve customer experience.**



*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." –Maya Angelou*

# New Operator Training

- 8 Weeks
  - Accidents & Injuries
  - Bicycle Friendly Driver Training
    - Training adapted from City of Fort Collins and League of American Bicyclists
    - Taught by Kerri Wilson, Youth Education Specialist and Duncan Green, BCC Coordinator
  - Commercial Driver's License
  - Defensive Driving
  - Drug & Alcohol Policy
  - Fatigue Awareness
  - Inclement Weather Driving
  - Interact
    - How people function under favorable conditions and under stress
  - Intro's to various departments, time with Ann and Ops Director
  - Passenger Assistance, Safety and Sensitivity (PASS)
    - Industry standard ensuring passengers are transported in the most safe, sensitive and careful manner possible.
  - Harassment Prevention/Respectful Workplace Training
  - Safety Orientation
  - Security and Awareness, De-Escalation
  - Self Defense from the Seated Position
  - Amalgamated Transit Union

# Operator Refresher Training

- 1 Full Day, Every Year, Rotating Topics Include:
  - Active Threat Response
  - Communication
  - Coping with Stress
  - Courtesy and Sensitivity
  - De-Escalation Training
    - Improve relationships with customers
    - Increase confidence in ability to handle difficult situations that come up,
    - Process difficult interactions in a positive manner to avoid negative view of self and others
    - Provide useful skills in all relationships, not just with customers
  - Defensive Driving
  - Drug & Alcohol Policy
  - Ergonomics
  - Event Reporting
  - Fatigue Awareness
  - Interact
  - Mass Notification
  - Passenger Assistance, Safety and Sensitivity
  - Harassment Prevention/Respectful Workplace
  - Safety
  - Self Defense from the Seated Position
  - Spill Response
  - Youth Ridership

# Rules of Conduct: Background

- The Washington State Transit Insurance Pool (WSTIP) has developed resource documents to assist transit agencies to enact Rules of Conduct and other transit specific policies as a best practice.
- WSTIP commissioned the creation of a Rules of Conduct resource document and it was prepared by Ann Mitchell, Attorney, Christie Law Group; Seattle, Washington.

# Background

Intercity Transit Rules of Conduct policy provides:

- a baseline for appropriate passenger conduct;
- the basis for an effective Transit Exclusion policy;
- governance on how a passenger would be excluded from service;
- provisions for the basis of exclusion, and a method of appeal;
- regulations of public communications on Intercity Transit's premises, and in regards to permitting.

# Article I.

## Introduction

- The Rules of Conduct are intended to regulate conduct occurring with Transit employees, on Intercity Transit vehicles, within or upon Intercity Transit facilities and properties, and in connection with Intercity Transit's provision of public transportation services.



# Article III.

## Regulation of Conduct

Outlines prohibited conduct on Intercity Transit vehicles, within or upon Intercity Transit facilities or property, and in connection Intercity Transit's provision of public transportation services.

Any person engaging in prohibited conduct may be restricted in the use of Intercity Transit's vehicles, facilities, or properties by Intercity Transit personnel.

# Article III. Regulation of Conduct

## Example

A.32.a-d

Committing any act which tends to create or incite, or creates or incites, an

- (a) immediate breach of peace, including, but not limited to,
- (b) fighting,
- (c) racing,
- (d) obscene language and noisy or boisterous conduct tending to cause a breach of the peace, and
- (e) personally abusive epithets or words or language of an offensive, disgusting, or insulting nature, which epithets, words, or language when addressed to the ordinary citizen are, as a matter of common knowledge, inherently likely to provoke a violent reaction of fear, anger, or apprehension;

# Article III.

## Appealing Exclusions

- Within 15 calendar days of an exclusion, an excluded person (or their representative) may appeal in writing or by phone to Director of Operations for a review of the exclusion.
- A written decision shall be rendered by the Director of Operations within 20 calendar days after Intercity Transit's receipt of the appeal.

# Exclusions and Trespasses

- The difference between exclusions and trespasses
- Who issues exclusions?
- Who issues trespasses?

# Respect the Ride

- Marketing and Communications project
- Signage and AVA announcements for use onboard vehicles
- Rules of Conduct issues Operators see recurrently

# Onboard Signage

**RESPECT THE RIDE**



*Be respectful and  
use family-friendly  
language while  
onboard.*

[intercitytransit.com/respecttheride](http://intercitytransit.com/respecttheride)

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# Onboard Signage

# RESPECT THE RIDE



*Please keep your  
voice, music and phone  
conversations low.*

[intercitytransit.com/respecttheride](http://intercitytransit.com/respecttheride)

INTERcity TRANSIT

# Onboard Signage

**RESPECT THE RIDE**



*Save the front  
seats for people that  
need them.*

[intercitytransit.com/respecttheride](http://intercitytransit.com/respecttheride)

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# Onboard Signage

**RESPECT THE RIDE**



*Have a destination  
when you  
get onboard.*

[intercitytransit.com/respecttheride](http://intercitytransit.com/respecttheride)

**INTERcity** TRANSIT

# Onboard Signage

**RESPECT THE RIDE**



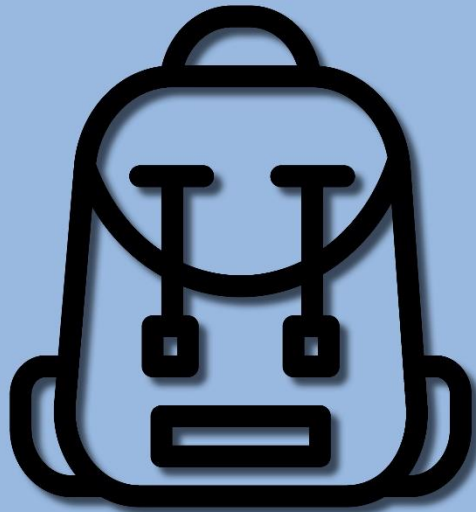
*For your safety,  
please don't sleep  
while onboard.*

[intercitytransit.com/respecttheride](http://intercitytransit.com/respecttheride)

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# Onboard Signage

**RESPECT THE RIDE**



*Please ensure your personal items aren't taking seats away from other passengers.*

[intercitytransit.com/respecttheride](http://intercitytransit.com/respecttheride)

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# Questions?

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