



Suspension of Service Policy

Sun Metro



Background

- *Suspension of service* refers to disallowing an individual from entering the premises of a Sun Metro facility or from boarding a Sun Metro vehicle due to participating in an incident covered by the policy
- Existing policy required revision to define incident types, clarify key requirements, establish clear staff roles, and ensure due process for policy violators

Incidents

- Incidents are classified as minor or major:
 - Minor – a disruption that does not pose an immediate safety hazard (intoxication, profanity, loud or disruptive behavior)
 - Major – an unsafe or dangerous act, or threatening an unsafe or dangerous act (physical contact, interference with operation of a vehicle, property damage, display or brandishing a weapon)

Terms of Suspension

- Minor Incident
 - First occurrence – same day
 - Repeat w/in 30 days – seven days
 - More than three w/in a year – 30 days
- Major Incident
 - First occurrence – 60 days
 - Repeat w/in a year – 120 days
 - Three w/in a year – one year

Incident Review and Issuance of Suspension

- Incident will be documented by employee and reviewed by safety and security operations staff
- Only Director or designee has authority to issue a suspension (except for same day), which is documented with a *notice of suspension*
- For a same day suspension, designated employees are authorized to issue the suspension (transit supervisor)

Notice of Suspension (NOS)

- NOS will be issued to individual at mailing address, when known, via certified mail, with an additional copy issued via first-class mail
- When mailing address is unknown, designated employee will attempt to hand-deliver notice to individual
- In a case where an address is unknown or unable to be hand-delivered, individual will be notified when attempting to board a Sun Metro vehicle or enter a Sun Metro facility
- NOS will include date and location of incident, term of suspension, and right to *appeal the suspension*



Appeal of Suspension

- For a suspension term of 30 days or more, an appeal may be submitted in writing to City Manager or designee
- A meeting to consider the appeal will be scheduled within three business days; the individual making appeal may:
 - Dispute results of incident review
 - Provide evidence in their behalf
 - Request a shorter term of suspension, upon acknowledgement of their actions during the incident

Employee Training Program

- A key requirement of the policy is to establish a training program for newly hired drivers, facility staff, supervisors and security personnel on how to handle a major incident
- Training will include an annual refresher
- Sun Metro Safety and Security staff will administer training, in coordination with El Paso Police Dept.
- Training will cover:
 - Hazard and threat identification
 - De-escalation techniques
 - Call for supervisor or police assistance
 - Passenger in need of assistance and first aid

Outreach and Education

- Informing passengers, customers and the general public on the key points of the policy is a priority
- Existing digital and print spaces on vehicles and in facilities will be utilized to inform on policy points
- Website, social media, and graphics will also be utilized to reach a wider audience

Questions and Comments



Mission

Deliver exceptional services to support a high quality of life and place for our community



Vision

Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government



Values

Integrity, Respect, Excellence, Accountability, People