



Bis-Man Transit delivers valued public transportation, linking people, jobs and communities.

Community Transportation Input Committee Meeting

<https://us02web.zoom.us/j/87047715526>

Dial In: 312 626 6799; Meeting ID: 870 4771 5526

December 15, 2025, 2:00 PM

Welcome & Introductions

Regular Agenda

1. Welcome and Introductions
2. Policy and Procedures Update – Rider Suspension
 - a. Attachment A
3. Public Comment Meetings for Service Changes

Other Business

Adjourn



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December 15, 2025

TO: CTIC Members

FROM: Deidre Hughes, Executive Director

SUBJECT: Policies and Procedures Update

BACKGROUND: The current Policy and Procedures document was approved and took effect in July 2025.

On December 3, 2025, one of our fixed-route transit drivers was assaulted by a passenger. Law enforcement was contacted, and the passenger was removed from the bus and placed on suspension. Based on our current Policies and Procedures Handbook, this type of behavior only constitutes a seven-day period, which staff feel does not suit the severity of the situation.

DISCUSSION: At this time, there are no Federal Transit Administration restrictions on the duration a passenger can be suspended for behavior of this nature. Research shows that similar behavior at other agencies warrants a 30-60-day suspension. To keep our drivers and other passengers safe, staff propose a revision to the current suspension structure.

RECOMMENDATION: Bis-Man Transit staff recommends increasing the service suspension duration for violent, seriously disruptive, and/or illegal conduct to a minimum of 30 days, with the suspension duration increasing with each additional offense. Full policy language can be found in **Section 2.7 - Rider Courtesy and Conduct** of the Policies and Procedures Handbook.



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Section 2.7 - Rider Courtesy and Conduct

Bis-Man Transit and Capital Area Transit have lists of rules and courtesy to ensure the safety of all riders and drivers. Riders, their escorts, or companions traveling with riders, who engage in physical abuse or cause physical injury to another rider or driver, or who engage in other illegal activities, may be subject to immediate suspension from riding paratransit and/or CAT buses. They also may be subject to possible criminal prosecution, which may include fines.

Riders who engage in an activity that disrupts the safe or effective operation of paratransit or CAT Bus services, may be subject to a suspension of service. If a rider is disruptive, Bis-Man Transit reserves the right to require that an escort travel with the rider as an option instead of service suspension.

Paratransit

- Riders shall maintain appropriate, reasonable personal hygiene.
- Shirts and shoes must be worn.
- No eating, drinking, or smoking in vehicles.
- Smoking is not allowed within 20 feet of Bis-Man Transit doors and windows.
- Make reservations a minimum of one day in advance.
- Be ready at pickup location and be on time.
- Call if the vehicle has not arrived by the end of the "30-minute window"
- Call to cancel unneeded rides at least 30 minutes prior to the scheduled pickup time to avoid a "no show."
- Pay the correct fare in the exact amount or with a pre-purchased punch card.
- Wear seat belts.
- Avoid distracting the driver or annoying other riders with inappropriate behavior.
- Head, arms, and other body parts must be kept inside the vehicle
- No abusive, threatening, or obscene language or actions.
- No physical abuse of another rider or the driver.
- Baby strollers and walkers must be folded and stowed to not block the aisle or cause injury to persons on the vehicle.
- Parents must control children.
- Expect "shared-ride" service. Others may be picked up after you or dropped off before you reach your destination.
- No littering in the vehicle.
- Objects must not be thrown from a vehicle window.
- No riding with open containers of alcohol or illegal drugs.
- No riding while under the influence of alcohol or illegal drugs if the rider's behavior disrupts the driver or other riders.
- No deliberate fare evasion.
- No petting guide dogs or other service animals without the permission of the owner.
- No playing of radios, mp3 players or other multimedia devices (without headphones) and no other noisy equipment while on board.
- No operating or tampering with any vehicle equipment.
- Dangerous weapons are prohibited on Bis-Man Transit vehicles.
- Federal regulations prohibit the transportation of flammable or explosive materials on paratransit vehicles.
- Packages are limited to what the rider can carry in one trip and contain within their seating area on the Bis-Man Transit vehicle.



CAT Bus

- Riders shall maintain appropriate, reasonable personal hygiene.
- Shirts and shoes must be worn.
- Pay the correct fare in the exact amount or with a 1- or 30-day pass.
- Keep arms, legs, and personal items out of the aisles.
- Do not stand in the stairwells.
- No eating, drinking, and no open containers on the bus.
- No smoking on the bus or within 20 feet of bus doors and windows.
- No multimedia devices without headphones.
- No rollerblades or in-line skates may be worn on the bus.
- Animals must be contained to a cage on CAT buses (except service animals)
- Please limit yourself to 2 packages.
- Strollers and walkers must be folded and stored out of the aisles.
- Parents must control children.
- No littering in the vehicles or shelters.
- No riding with open containers of alcohol or, with illegal drugs.
- No riding while under the influence of alcohol or illegal drugs if the rider's behavior disrupts the driver or other riders.
- No operating or tampering with any vehicle equipment.
- Dangerous weapons are prohibited on CAT buses.
- You may ask your driver questions pertaining to the routes while on the bus, however, please refrain from carrying on a conversation with the driver while the bus is in motion.
- Avoid distracting the driver or annoying other riders with inappropriate behavior.
- Threatening behavior or vulgar language may result in suspension or rider being asked to leave the bus.
- Drivers have the right to refuse service.

Suspension of Service Due to Prohibited Behaviors

Any disruptive behavior as described in the above section shall result in an immediate seven (7)-day suspension from service. After the suspension has begun, the manager of the transit provider shall review the particulars of the incident. Upon the conclusion of this review, the suspension can be either sustained or lifted immediately. All offenses will be documented by the transit provider.

1. First Offense	(7)- Day suspension from service
2. Second Offense in 12-month period	(3)-Week suspension from service
3. Third Offense in a 12-month period	(8)-Week suspension from service

Service Suspension for Violent, Seriously Disruptive and/or Illegal Conduct

Service will immediately be suspended for a minimum of 30 days, or until an appeal hearing is held, for riders who engage in violent, seriously disruptive or illegal conduct.

This conduct could include, but is not limited to:



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- Threats of physical harm to other passengers, operators or other service personnel
- Physical assault or battery of operators or other passengers
- Verbal abuse, intimidation or altercation with operators or other passengers
- Unlawful harassment of the operator and/or other passengers, including but not limited to unwelcome verbal, non-verbal or physical behavior having sexual or racial connotations
- Unauthorized use of, or willful damage to, vehicle equipment
- Repeatedly violating the rules posted inside of Bis-Man Transit vehicles, including smoking on the vehicle, standing while the vehicle is in motion, eating or drinking on the vehicle without valid a medical reason, defacing equipment or refusing to comply with other service requirements specified in the policies included in this document
- Any other criminal conduct defined in and/or prohibited by law

1. First offense: 30 days
2. Second offense: 60 days
3. Third offense: 180 days
4. Four plus offences: 365 days

Appeals

Appeals to any suspension shall be made in writing (either by mail or e-mail) sent to the Executive Director at the Bis-Man Transit Facility (3750 E Rosser Ave, Bismarck, ND 58501 or info@bismantransit.com). The appeal shall include the words: "Appeal of Transit Suspension." Any appeal must be filed within 30 days of the date of suspension to be considered. Bis-Man Transit shall process any appeal received within 30 days of receipt, and may contact the appellant and others in conducting the review. If the appellant does not provide the requested additional information to Bis-Man Transit, the transit provider can administratively close the appeal. The appellant may choose to no longer pursue the appeal at any time during this process. When Bis-Man Transit has concluded its review, it will issue a letter either modifying, affirming or erasing the suspension.



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