



Metro Public Safety Standard Operating Procedures

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Title: Ride & Abide Notice of Suspension

Approved: 12/22/2020

Supersedes: None

Reviewed: n/a

Department(s): Field Security, Public Safety Dispatch, & Contracted Security Personnel

I. Purpose

The purpose of this standard operating procedure is to provide guidance on how to proceed with the suspension of transit privileges on Metro property. Additionally, it provides guidance on the administrative actions the Transit Security Specialist (TSS) will need to complete after the suspension has been issued.

II. Policy

A. Patrons shall comply with all Metro policies, instructions given by "Authorized Persons" (Metro security staff, agency-contracted security personnel and fare inspectors, and law enforcement personnel), observe the applicable rules and regulations governing use and conduct on Metro property, which are referenced in the Metro Code of Conduct.

B. Persons on Metro property shall not commit any of the following offenses:

- Criminal Activity
- Drug Violations
- Assault/Fighting
- Weapon possession
- Urination/Defecation
- Trespassing
- Property Damage
- Threatening behavior
- Gambling
- Obstructing flow of passengers/vehicles
- Hazardous Materials (possession/dumping)
- Impersonation of Metro employee
- Thrown Object
- Possession of alcohol
- Fare Violation
- Use of laser-emitting device

C. Should these activities occur, authorized personnel may issue a suspension of transit privileges. This will be based on the offense level, seriousness, presence of threat, or malicious intent.

D. Suspensions are at the discretion of authorized personnel and may be considered on a case-by-case basis, but follow this criteria:

- i. First offense: Suspension period of one day to six months

- ii. Second offense: Suspension period of more than 12 months, up to an including a permanent suspension of transit privileges
- E. If a suspended person returns to Metro property during the suspension period, the individual may be subject to criminal charges and arrest.
- F. Metro's General Manager of Field Security is authorized to review and/or rescind any suspension, at any time.
- G. TSS leads are responsible for sending copies of the original NOS to police partners upon request.

III. Definitions

None

IV. Procedure

A. Notice of Suspension (NOS)

- i. Complete the NOS form, including all applicable information as to why the individual is incurring a suspension.
- ii. When a TSS issues a NOS, they will immediately notify their Team Lead. The Team Lead will included the NOS issuance on the Daily Incident Report.
- iii. The yellow copy will be given to the individual, along with attached information for Requests for Review and Undue Hardship. The TSS will keep the white and pink copies.
 - a. If the individual refuses the written copy, the TSS will give the suspension orally and make note of the refusal.
- iv. If the individual being suspended is a minor, the TSS Lead must contact the parent or guardian of the minor immediately regarding why the minor is being suspended.

B. Reporting

- i. Immediately following the incident, the TSS must complete an incident report about the occurrence that led to the NOS.
- ii. The Incident report will include the following:
 - a. The number of the NOS
 - b. A physical description of the offender
 - c. A picture of the offender (if the offender isn't a juvenile)
 - d. A copy of the original NOS

- iii. Following the incident report, the TSS will note the report number on the bottom of the white and pink copies of the NOS and deposit them into the designated lock box.

C. NOS Review/Approval

- i. The TSS is required to submit the NOS materials, via email, to the General Manager of Field Security. The email must include:
 - a. The incident report number
 - b. A summary of the incident
 - c. A copy of the NOS
 - d. A photo of the suspended individual (if not a juvenile)
- ii. The General Manager of Field Security will review the materials and either approve, modify, or deny the NOS. Once a decision has been made, the General Manager of Field Security will forward his determination and the NOS materials to the Ride & Abide Notification Group.
- iii. Detailed information regarding the review/approval process can be found in the Metro Transit Ride & Abide Policy.

D. Data Collection

- i. A designee will retrieve the white and pink copies of the NOS from the lockbox.
- ii. Once the General Manager of Field Security makes their determination, the designee will enter the details of the NOS in the report management system.
- iii. The General Manager of Field Security will notify the designee of any changes to the original suspension. The designee will update the report management system and send updates to the Ride & Abide Notification Group.
 - a. The reporting TSS must be notified of any modification and must submit a supplemental report detailing the changes.
- iv. A weekly report will be sent to the Ride & Abide Notification group detailing the active suspensions.

