



**BASIN TRANSIT SERVICE**  
KLAMATH FALLS, OREGON

March 4<sup>th</sup>, 2024

**PASSENGER SUSPENSION AND GRIEVANCE PROCEDURES**

In cases of an incident with a person on the bus or at a Basin Transit Service Transportation District bus stop, bus shelter, or other district facility; the district employee on the scene shall attempt to resolve the problem in an informal manner by counseling that person. If that effort does not solve the problem, the District employee will request that the person leave the bus or facility. If that person refuses, a Field Supervisor shall be called to attempt a resolution through further counseling with that person. If the problem is of an emergency nature, the police and the Field Supervisor will be contacted for assistance. The involved employee will prepare an Incident Report prior to the end of their work shift to include names and telephone numbers of witnesses.

2. When it appears the incident cannot be resolved by counseling with the Field Supervisor, that person will be asked to leave the bus or district facility voluntarily or with police assistance. The involved Field Supervisors will prepare an Incident Report prior to the end of their work shift to include names and telephone numbers of witnesses.

3. If the incident is an ongoing problem, part of a series of incidents or is of such a nature that the person's continued use of district facilities or services would or could constitute a danger to district employees, passengers or invitees; the Field Supervisor shall notify the person in writing outlining the issues and what corrective action must be taken. Delivery of written notice may be by mail or personal delivery by any district employee. In the event that corrective actions are not followed or the person is a potential danger to employees, passengers or invitees of the district, the Field Supervisor shall suspend that person's access to district services and/or facilities when deemed to be in the best interest of the district to do so. A suspension of privileges by the Field Supervisor shall be in one of the following increments: one (1) week; two (2) weeks; thirty (30) days; or, indefinite.

4. Notice of suspension shall be given in writing and shall include notification that, within ten (10) days from the date of notice, he/she may request, in writing, an appeal hearing before the General Manager and /or Operations Manager.

5. If an appeal hearing is requested the effected person shall have the burden of proof in order to establish reinstatement of access to district facilities and/or services.

6. The General Manager's / Operations Manager's decision shall be final. The decision may be to:

- a. reinstate fully
- b. impose conditional reinstatement
- c. sustain the Field Supervisor's actions
- d. suspend access privileges to district facilities and/or services indefinitely

7. If passenger's privileges are suspended indefinitely, they may not apply for reinstatement until after ninety (90) days.

ADRIAN MATEOS | GENERAL MANAGER  
1130 Adams Street  
Klamath Falls, OR 97601  
Phone: (541) 883-2877  
[adrianmateos@basintransit.com](mailto:adrianmateos@basintransit.com)

