



**Service Suspension Policy
Public Safety & Emergency
Management Department**

Effective: July 2025

Revised: [Click or tap to enter a date.](#)

Approved By: President & CEO

Next Review: July 2026

No.	Section Heading
1.0	<p><u>Purpose</u></p> <p>The purpose of this policy is to establish clear and consistent guidelines for suspending service to individuals who violate CapMetro's Code of Conduct. This policy aims to promote a safe, respectful, and accessible environment for all passengers, operators, and staff of CapMetro and is designed to ensure fairness and due process for all while upholding the safety and integrity of the transit system.</p>
2.0	<p><u>Persons Affected</u></p> <p>This policy applies to all persons who use CapMetro transit services or are on CapMetro property.</p>
3.0	<p><u>Policy</u></p> <p>CapMetro reserves the right to suspend individuals from using CapMetro transit services, including entering onto CapMetro property, for Code of Conduct violations that represent a direct threat to health or safety. When a violation occurs, CapMetro will make every effort to work toward a resolution by identifying the issue and, if appropriate, working with the individual to find an alternative to suspension. Suspensions will be issued only after a thorough review of the incident leading to the violation and in accordance with this policy.</p> <p>Suspensions may be enacted by CapMetro Public Safety & Emergency Management Department in accordance with this policy.</p> <p>Before suspension may take place, CapMetro will attempt to notify the individual in writing of its intent to suspend. The written notification must inform the individual of the reasons for the suspension, the duration of the suspension, and their right to appeal. The suspension will take effect immediately upon sending the notice, or at a later time as determined by CapMetro based on the severity of the violation(s).</p> <p>The duration of the suspension is determined on a case-by-case basis depending on the facts and circumstances surrounding the incident, including but not limited to the seriousness of the violation, whether it's a repeat violation, and any mitigating factors.</p> <p>Violent or other severe or repeated violations that threaten health or safety may lead to longer suspensions or permanent exclusion from the system. Less severe violations may result in warnings.</p> <p>Individuals may request a suspension appeal hearing within five (5) business days after receipt of the suspension letter.</p> <p>No individual will be suspended from transit service based on race, color, national origin, sex, age, disability, or any other protected characteristic in violation of applicable federal or state nondiscrimination laws. Individuals with disabilities will not be suspended from service unless their behavior directly threatens health or safety, and reasonable accommodations will be considered before issuing a suspension.</p>
4.0	<p><u>Definitions</u></p> <p>Code of Conduct: CapMetro's rules and expectations governing an individual's behavior while using CapMetro transit services or on CapMetro property.</p>

	<p>Suspension: the temporary or permanent removal of an individual's right to use CapMetro transit services due to violations of CapMetro's Code of Conduct that represent a direct threat to health or safety.</p> <p>Direct Threat: means a significant risk of substantial harm to the health or safety of the individual or others that cannot be reduced or eliminated by reasonable accommodation.</p>
5.0	<p><u>Responsibilities</u></p> <ul style="list-style-type: none"> • Public Safety & Emergency Management Department ("Department"): Respond to any immediate health or safety concerns or incidents involving violations of the Code of Conduct. Maintain clear, documented procedure for rider suspensions, including records of violations, decisions, and outcomes. Investigate any reported incidents that may warrant suspension, gathering relevant evidence and conducting interviews as necessary. Work with the Legal Department to ensure that suspension decisions are appropriate, justified, and compliant with all applicable laws and regulations. • Communications Department: Ensure that the public is informed of the Code of Conduct, this policy, and their rights through clear and accessible communication, such as signage, website information, and other outreach materials. • Legal Department: Provides legal advice and guidance throughout the suspension process.
6.0	<p><u>Suspension Procedures</u></p> <ol style="list-style-type: none"> 1. Staff must immediately notify the Department of potential violations of the Code of Conduct in accordance with established procedures. 2. In consultation with Legal, the Department will gather and review documentation, video, or other relevant evidence, and conduct further investigation as needed, to determine based on a preponderance of the evidence whether the incident merits suspension or another action under this policy. A decision on suspension or other action should be made as soon as practicable, typically within five (5) working days. 3. If suspension is recommended, the Department will complete the Template Suspension Letter with the relevant information and provide the completed letter to Legal for review. Upon Legal's approval, the Department will mail the Suspension Letter to the individual using certified mail and/or any other notification method likely to reach the subject of the letter. 4. Contemporaneously with the mailing of the Suspension Letter, the Department will notify internal stakeholders including bus, rail, and demand response service provider contractors and their employees, as applicable, of the suspension and include a picture of the individual. 5. The individual shall have five (5) working days from receipt of the letter to request an appeal hearing. See the Appeal Hearing Procedures. <p><u>Appeal Hearing Procedures</u></p> <p>If an individual requests a suspension appeal hearing concerning the suspension of the individual's service, an appeal committee consisting of a three (3) person panel of CapMetro employees not involved in the original decision will be formed by the Department.</p>

The appeal committee will:

- Conduct a hearing within 15 working days of receipt of the individual's request to appeal the suspension decision. The individual may have a representative at the hearing and shall have an opportunity to present evidence. The panel will consider whether the evidence supports the decision to suspend and whether the suspension period is appropriate.
- Affirm, revise or rescind the decision, in whole or in part, within five (5) working days after the hearing. The Department will notify the individual in writing of the results of the appeal.

Service will not be provided to the individual during this appeal process. The decision of the appeals committee is final.

End of Suspension Procedures

1. Thirty (30) working days prior to the end of the suspension period, the Department will mail the individual the Reinstatement of Privileges and Use of Service Agreement. Before sending, the Department will provide the letter to Legal for review.
2. If the individual is required to show cause that they are no longer a threat to health or safety, they may do so by providing evidence of treatment for anger management or other evidence that tends to demonstrate that the individual is no longer a threat to health and safety. All such evidence provided to CapMetro shall be considered confidential and will only be released as required by applicable law.
3. The decision to reinstate services shall be made by the Chief Operating Officer in consultation with the Chief Safety and Accessibility Officer and Legal.
4. A copy of the signed Reinstatement of Privileges and Use of Service Agreement shall be retained by the Department in accordance with the applicable record keeping schedule.

7.0

Revision History

REVISION HISTORY TABLE			
REV LEVEL	CHANGE(S) MADE BY:	DATE OF CHANGES:	SECTIONS IMPACTED – DESCRIPTION OF CHANGES
1.0			

Additional Documentation

- Code of Conduct
- Template Suspension Letter
- Template Reinstatement of Privileges and Use of Service Agreement



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