



DATE: 6 November 2019  
TO: Public Infrastructure Committee  
FROM: Kara Ottum, Transit Division Manager  
RE: Modification of MMT Customer Behavior Policy

Due to a small number of unruly students, I am requesting of the Committee a change to the MMT Customer Behavior Policy. The change eliminates the need for a supervisor to be present for a passenger to be asked to leave the bus.

This topic arose when the Transit Operations Supervisor and I viewed a video of continuously disruptive behavior that was nearly an hour long. Being new and still learning, I asked the supervisor why the driver didn't simply kick the students off. He informed me that a driver is not allowed to do so without a supervisor present.

The drivers will be expected to use this authority judiciously and with great discretion.

Please let me know if you have any questions.

Sincerely,

*Kara Ottum,*  
*Transit Division Manager*

CC: Dan Koski, Director of Public Infrastructure  
Ron Shannon, Transit Operations Supervisor