

**S T A F F   R E P O R T**

SUBJECT:   Addressing Rider Behavior  
FROM:       Christy Wegener, Executive Director  
DATE:       May 1, 2023

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**Action Requested**

This is an informational update and no action is requested at this time.

**Background**

Over the last few months there has been an increase in disruptive behavior from riders on several of LAVTA's routes, particularly concentrated on the school tripper routes. While reports of inappropriate rider behavior is common, throughout the 2022/23 school year, LAVTA staff have received an increasing number of complaints about behavior on the Wheels school tripper routes. Reports have been made from bus operators who have had to request road supervisor assistance due to unsafe passenger behavior, complaints from riders about other riders vaping at the back of the bus, and complaints from parents whose children are being bullied or are observing bullying on the bus.

Unsafe or disruptive rider behavior can have serious consequences and is something staff are taking swift action to address.

**Discussion**

Working with our contractor MV Transportation, as well with school administrators at various junior and high schools in the Tri-Valley, staff are implementing a multi-pronged plan to address inappropriate behavior, including the following:

- Signage will be posted onboard buses reminding passengers that they are being recorded with audio and visual recording devices;
- An onboard announcement will be played reminding passengers that they are being recorded with audio and visual recording devices, and any inappropriate behavior may result in loss of riding privileges;
- Improving the communication channels with Operators and encouraging them to report any issues they encounter so that staff can swiftly follow-up;
- Strictly enforcing the rider code-of-conduct policy for inappropriate behavior and following up with the school administrators to identify the students and enforce the policy.

The recordings and onboard materials will be live and posted in May.

**Fiscal Impact**

There is no fiscal impact associated with this item.

**Recommendation**

No specific action is proposed for this Board meeting.

*Submitted:* \_\_\_\_\_