



**Advocates for Homeless
& Those in Need**

AHTN Bus Guest Suspension/Banishment Policy

When unacceptable AHTN bus guest behavior occurs that endangers our guests and volunteers or seriously violates AHTN transportation guidelines, timely action may be required.

As a result, drivers and attendants, when in agreement, are empowered to issue two week banishment letters that apply to Wheels to Meals but not Code Blue. Here's how it works.

There is a Bans section in the Bus Transportation Binder. It contains a ban log, blank ban letters, and copies of letters that have been issued. Fill out two copies of the letter (dates, guest's name, check the reason for the ban, and both driver and attendant sign) – distribute one for to the guest and one for in the binder. Enter the ban on the log page and put the new letter behind the log page. Notify Hank by email or voicemail. He will email all drivers and attendants of the ban and make the entries in the other bus.

Guests do not want to lose their privileges and are generally respectful and comply with instructions. Very rarely is a ban needed.

If a loud argument or worse occurs during a bus trip and the guests involved do not comply, and a warning to cease the behavior goes unheeded, it is permissible to stop the bus and let a guest know they have lost their riding privilege that day and must exit the bus. Simply stopping the bus would probably be enough to restore order. 911 is another option as needed.