

**1.1.8 POLICE REQUESTS/DISPUTES** Crewmembers must make every effort to resolve disputes and fare refusals in a professional and courteous manner.

**1. Crewmembers must:**

a. Protect passengers from rudeness, threatened violence, obscene or abusive language, or otherwise disorderly persons.

Contact the Conductor if a dispute or fare refusal arises that cannot be handled by a crewmember. The Conductor must make every effort to rectify the problem.

2. In responding to a dispute or fare refusal, the Conductor must be governed by the following:

a. A crewmember should never be discourteous, disrespectful or in any way antagonize a passenger and instigate a dispute.

b. Crewmembers must not contribute to a dispute or altercation with a **passenger**.

Police should be called immediately for unlawful conduct, such as fighting, assaults, robberies, vandalism, drug abuse, threats of violence, people endangering themselves and any indecent or immoral acts.

Upon police arrival, crewmembers must:

**3.**  
**Disputes**

If a passenger becomes unruly and does not heed your reasonable efforts, you should request that the Conductor attempt to resolve the situation. If the passenger does not follow the Conductor's instructions, police should be requested at the next terminal where they are normally on duty, such as: Trenton, Newark Penn Station, Hoboken, Secaucus or New York Penn Station (Amtrak Police), to avoid an unnecessary delay to the passengers. If this is not possible and there is an imminent threat to passengers or

employees, police assistance should be requested as soon as possible.

Once the Conductor has made every effort to resolve the situation, then only the Conductor should notify the Dispatcher's office, either by cell phone, portable radio or via the Engineer, requesting police assistance. Either NJ TRANSIT Police, Amtrak Police or local police will respond to the request.

1-11

## TRO-12 Section 1

### 1.1.8

#### **POLICE REQUESTS/DISPUTES (cont.)**

a. When NJ TRANSIT Police responds, the passenger or passengers will be removed from the train. If the passenger's conduct results in an arrest, you should be prepared to accompany the officer or, when possible, return to the appropriate police headquarters to file a complaint.

b.

If local police respond, the Conductor must be governed by the local police officer's decision. He or she is not required to act in accordance with NJ TRANSIT policy. In addition, you should be prepared to accompany the local police or, when possible, return to their headquarters to file a complaint if necessary.

#### 4. Fare Refusal

a. If every attempt has been made to collect a fare in a courteous and professional manner, the crewmember should notify the Conductor who is empowered to resolve the situation. If it cannot be resolved, the passenger should then be asked to leave the train at the next appropriate stop.

b.

Caution and good sense must be used before removing a passenger.

A passenger's safety must be considered when deciding where and when a passenger is to be left at a station especially if it involves the last train on a line.

d. Passengers should not be left at a station where there is no alternate transportation or the area is remote or **dangerous**.

If the request to the passenger to leave the train is ignored, then the Conductor only should contact the Train Dispatcher's office as outlined in the dispute section, and request police assistance.

When an NJ TRANSIT Police officer responds, the passenger will be removed even if he or she offers to pay the fare in the presence of the police officer. If the passenger's conduct results in an arrest, you should be prepared to accompany the officer or, when possible, return to the appropriate police headquarters to file a complaint.

As with other disputes, if the local police respond, the Conductor must be governed by the local police officer's decision. The local police officer is not required to act according to NJ TRANSIT policy. In addition, if a local police officer responds, you should be prepared to accompany the local police to their headquarters to file a complaint if necessary.

1-12

## TRO-12 Section 1

### 1.1.8

#### POLICE REQUESTS/DISPUTES (cont.)

h. Whenever a customer is ejected from the train with police assistance, the Conductor will make a report of the incident, including all particulars, to a Transportation Supervisor or Dispatcher, not later than the end of the Conductor's tour of duty on the day of the incident.

If possible, this report should include the names and addresses of any witnesses (other than the train crew). Report should also indicate the name or badge number of the police officer responding, so that follow-up inquiries can be made through the Police Department.

For any dispute or fare refusal, the Conductor must find out names and addresses of witnesses of the occurrence and make a prompt report to the Transportation Supervisor in case legal representation is required or necessary.

If you are involved in a dispute with passengers and you are named in a countercharge and want legal representation, you must, without delay, report to the appropriate Transportation Supervisor and complete the proper form. At that time, you must provide all information relative to the incident and include police reports, summons, and the names and addresses of any witnesses.

If any employee is asked to sign a complaint or is questioned by a police officer, he or she should give the following information when asked for their headquarters location:

Newark Division Employees: Penn Station Newark, attention: General Superintendent

Hoboken Division Employees: Hoboken Terminal, attention: General Superintendent

**1.1.9 HELPING THE POLICE** When requesting police assistance from the Train Dispatcher, please state the following:

a. Who you are (train number, etc.) b. Where are you? c. What the nature of the problem is. Is it a medical emergency, robbery, vandalism, non-payment of fare?

Where the problem is. e. What coach is involved and what is its position in the train. How many people are involved. g. Are they juveniles or adults?

What are they wearing? What kind of car are they driving; what color is it; what is the license plate number?

Is alcohol or drugs involved? k. Are any weapons present? l. Has anyone been injured?

The following statement is an example that gives sufficient information to the police so they may properly respond:

"This is No. 3201 at Little Silver. We have six juveniles in the third car that are fighting. One is badly cut."

This statement indicates the identity, direction, location, and the coach involved. It also indicates what the problem is, how many are involved, whether they are juveniles or adults, and the possibility that a weapon, probably a knife, is present, and that there is an injury requiring medical attention. The information outlined above is vital to the police department. It helps them help you and provides for a greater degree of safety for our passengers, for you, and for the police officers that must respond.

**1.1.10 PASSENGER INSTRUCTIONS** Passengers will not be permitted to use seats for the deposit of their baggage when such seats are required for other passengers.

Passengers should be courteously requested to:

a. Keep their feet off the seats.

b. Place articles in the overhead rack or on the floor in front of them.

C. Wear earphones when listening to radios, and only at a volume that does not disturb other passengers.

1-14

TRO-12 Section 1