



Office with Primary Responsibility:	COP	Effective Date:	March 7, 2018
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Office(s) with Secondary Responsibilities:		Number of Pages:	3
Forms Referenced in Procedure:	None	Related Procedures:	ALL

### **.01 PURPOSE**

VIA Transit Police Officers will ride service vehicles both in uniform and in plainclothes to create a safe environment for patrons and employees. Officers riding on service vehicles increases the visible and covert police presence on board active service vehicles and bus routes. The deployment of officers on service vehicles will be done in the most effective and efficient manner to maximize visibility and safety.

### **.02 POLICY**

On duty officers with the VIA Transit Police Department shall, as part of their normal duties, ride service vehicles as assigned to increase visibility and safety on the bus routes. The primary responsibility for officers on service vehicles is to safeguard the patrons and operators of VIA. The officer should always focus on safety and customer service. Code of Conduct violations and Fare Disputes are handled only as secondary matters to Officer, Patron and Operator Safety.

### **.03 UNIFORMED BUS PATROLS**

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

D. While riding a service vehicle, officers are representing the entire police department and shall provide professional customer service at all times. Examples of customer service include but are not limited to:

1. Engage the operator when entering the bus and answer any questions the operator may have; remembering to not distract the operator while in vehicle is in motion;
2. Officers should complete the Bus Route Orientation Training and become familiar with viainfo.net to assist patrons in customer service inquiries;



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## Procedure 604 On-Bus Operations

- 3. [REDACTED]
- 4. Engage patrons and answer their customer service questions. Officer shall respond to customer service questions and refer other questions to the VIA Help-Line (362-2020).

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

F. One detailed daily log shall be submitted at the end of the assignment by one of the officers detailing the times, bus routes, bus numbers, locations where boarded and exited and any police actions taken. The report should note any unusual occurrences or pertinent information obtained while on the assignment. The log shall be signed by both officers and turned into the supervisor prior to the end of shift.

### .04 PLAIN CLOTHES BUS PATROL

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]



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### *Procedure 604 On-Bus Operations*

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

K. One detailed daily log shall be submitted at the end of the assignment by one of the officers detailing the times, bus routes, bus numbers, locations where boarded and exited and any police actions taken. The report should note any unusual occurrences or pertinent information obtained while on the assignment. The log shall be signed by both officers and turned into the supervisor prior to the end of shift.