



PASSENGER CONDUCT AND RESPONSIBILITIES

Yancey County Transportation Authority requests that all passengers conduct themselves with courtesy and consideration to the driver and other passengers. The driver is responsible for on-vehicle behavior. All instructions from the driver are to be followed by the passengers. This agency reserves the right to refuse service based on violation of agency rules and regulations.

Inappropriate Behavior on Vehicle:

1. No smoking, chewing, or dipping allowed.
2. No eating or drinking allowed on the vehicle (exceptions may be made for medical passengers, as needed, for health reasons with driver approval).
3. No abusive or foul language.
4. Lack of personal hygiene is offensive to others. Passengers should be clean before boarding the vehicle.
5. No horseplay of any kind will be allowed, this can distract the driver.
6. No annoyance of other passengers.
7. No weapons of any kind will be allowed.
8. Possession of alcohol and/or illegal drugs are not allowed. Prior use of alcoholic beverages or illegal drugs before boarding the vehicle will result in denial of transportation.
9. Passengers are required to buckle up.
10. Passengers must secure any carry-on or personal items.

PROCEDURES FOR VIOLATIONS OF THESE RULES ARE AS FOLLOWS:

First Incident: When a passenger's behavior disrupts the driver or other passengers, the transportation Coordinator, or his/her agent will speak privately with the passenger and the passenger's sponsoring agency representative (if the passenger is a human service agency client) about his/her behavior. The transportation coordinator will state to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior. The coordinator must document this verbal warning, indicating the date and time the discussion took place.

Second Incident: If the passenger continues his/her disruptive behavior, the transportation coordinator will speak with the passenger and the passengers sponsoring agency representative (if the passenger is a human service agency client a second time. During this conversation, the passenger will be presented with a written warning stating the reasons his/her behavior is objectionable and the steps he/she must take to correct the behavior. The warning will also state that another incident will result in a suspension of privileges to ride the transportation system for up to 30 days.

Third Incident: A third incident will result in a suspension of transportation privileges for up to 30 days. The suspension notice will be written, and hand delivered to the passenger and to the passenger's sponsoring agency (if the passenger is a human serviced agency client) or sent by certified mail to his/her address and to that of the sponsoring agency, if applicable.

If a passenger continues his/her disruptive behavior following his/her return from suspension, a written notice will be hand delivered to the passenger notifying him/her that he/she has been permanently suspended from riding a transportation agency vehicle. A copy of this notice will also be sent to the client's sponsoring human service agency, if applicable.