

## **Blair Senior Services, Inc. Transportation Service Rider Disciplinary Policy**

### **Purpose**

Blair Senior Services, Inc. operates the Shared-Ride and Medical Assistance Transportation Programs in Blair County. The transportation system is available to those individuals that qualify for service based on funding sources guidelines and is open to the general public that are willing to pay the appropriate fare.

In order to ensure a safe and dependable service, the Agency has developed a disciplinary policy. The purpose of the policy is to:

- Inform riders of the policy
- To encourage rider access and participation
- Provide service in an efficient and effective manner that is free from unsafe and/or disruptive behavior

To this end, the Agency has identified safety and non-safety related prohibited behaviors. These guidelines include behavior directed toward the driver and/or other riders, otherwise bothers/harasses the driver and/or the other riders, etc. This includes all customer service, reservations, management and dispatch staff.

### **Safety Related Disruptive Behaviors**

The following safety-related behaviors may result in disciplinary action:

- Engages in unsafe behavior such as pushing, shoving, horseplay, etc.
- Fails to follow safety rules or procedures
- Fails to remain seated or belted, standing or walking around while the vehicle is moving or stopped/parked in traffic
- A caretaker is not home to receive rider who cannot be left alone due to cognitive and/or physical issues
- Exhibits behavior that shows he/she is too frail/weak to ride public transportation
- Violence or the threat of violence, either physical or verbal
- Fails to follow the request(s) of the driver
- Bedbugs, Fleas or infectious conditions

These guidelines apply while entering, exiting or riding on the vehicle.

## **Non-Safety Related Disruptive Behaviors**

The following non-safety related behaviors may result in disciplinary action:

- Uses abusive or inappropriate language
- Sexual harassment or misconduct
- Continued disruption of services
- Consumption or possession of alcohol or illicit drugs
- Smoking
- Theft
- Poor personal hygiene

## **Disciplinary Action**

If a rider violates a safety or non-safety related rule and/or engages in unsafe behavior, the rider may be refused service and be subject to disciplinary action.

The following steps will apply to riders who violate the policy:

<b>FIRST OFFENSE</b>	<b><i>Verbal Warning</i></b>
<b>SECOND OFFENSE</b>	<b><i>Written Warning</i></b>
<b>THIRD OFFENSE</b>	<b><i>Sanction (Service Reduction, Suspension or Termination)</i></b>

In certain cases, the Transportation Program Manager or his designee may decide that service can still be provided safely if certain conditions are met by the rider and/or the rider's caretaker.

The decision will be based upon how disruptive the behavior is to the standard daily operations of the transportation services provided by Blair Senior Services, Inc.

The Agency reserves the right to change/revise the policy at its discretion and reserves the right to skip steps and/or terminate service provision immediately if the behavior is sufficiently disruptive based on the Agency's review and discretion.

## **Appeal Rights**

The consumer has the right to appeal any action based on funding sources guidelines regarding appeals. Should the Agency take action under this policy, the rider will be notified in writing of their appeal rights.

If the applicable funding source provides no guidelines for appeal, the rider's sole source of appeal is to the Agency's Board of Directors. The appeal must be made in writing within ten (10) days of the notification of the Agency's action. The Board of Director's decision is final.