

# **Coshocton County Coordinated Transportation Agency (CCCTA) Passenger Behavior Policy**

## **Purpose:**

To provide CCCTA passengers transportation for which they have a right to receive.

## **Policy:**

CCCTA passengers shall be treated with courtesy, dignity and respect at all times by CCCTA personnel and/or its representatives.

Our goal is to provide safe transportation to all passengers. To assist in achieving this goal, please advise our office if you have experienced any of the following symptoms in the last 24 hours including, but not limited to: fever above 100 degrees Fahrenheit, cough and fever, open sores, cuts, or an undiagnosed rash.

## **Misconduct Prohibited:**

Passenger misconduct will not be tolerated. A passenger's right to transportation as provided by the CCCTA may be terminated by the CCCTA due to misconduct of the passenger. Disruptive or abusive conduct includes, but is not limited to the following:

Passengers shall refrain from threatening, causing injury to or inciting panic among other passengers CCCTA personnel or anyone aboard CCCTA transportation.

No profanity or vulgarity is allowed while on board a CCCTA vehicle. Exceptions, at the discretion of the CCCTA, may be made for passengers whose actions and verbiage are due to a disability.

No weapons of any kind (e.g. knives or firearms) will be allowed on a CCCTA vehicle.

Passengers are not permitted to eat, drink, or smoke in CCCTA vehicle. Exceptions, at the discretion of the CCCTA, may be made due to a passenger's medical condition or treatment.

Passengers are responsible for removing their trash and personal items upon exiting CCCTA vehicles. The CCCTA shall not be responsible for lost or damaged property of a passenger.

Passengers must wear a seat belt to ensure their safety and that of all individuals in the vehicle. Passengers will be denied transportation services if they choose not to abide by the seat belt policy.

No screaming, loud talking, singing, playing of loud music or other disruptive conduct is allowed.

No inappropriate display of affection or sexual activity to the driver or another passenger will be allowed.

No release of human waste, including spitting is allowed. This does not include instances of vomiting or incontinence due to treatment, medication or illness.

The CCCTA reserves the right to refuse transport to any passenger who appears to be intoxicated or under the influence of drugs.

### **Violation of the Behavior Policy:**

- 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 shall 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 passenger's sponsoring agency representative (if the passenger is a human 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's sponsoring agency (if the passenger is a human services 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 behaviors following his/her return from suspension, the passenger will be permanently suspended from riding a CCCTA vehicle. The passenger shall be notified, in writing, of his/her permanent suspension. A copy of this notice will also be sent to the client's sponsoring human service agency, if applicable.

The CCCTA reserves the right to impose greater restrictions and/or revoke a passenger's transportation right. The CCCTA may call the police to have a disruptive passenger removed, should it become necessary.

**Signature Page**

This operational policy was adopted by the Coshocton County Coordinated Transportation Agency on June 17, 2009.

Tracy R. Daines  
Coshocton County Transportation Coordinator

6-17-09  
Date

Dave A. Hryciak  
Coshocton County Commissioner, Chair

6-17-09  
Date

Ray F. Swick  
Coshocton County Commissioner

6-17-09  
Date

D Curtis Lee  
Coshocton County Commissioner  
fr. 52, page 371

6-17-09  
Date

I have read and understand the Passenger Behavior Policy adopted by the Coshocton County Coordinated Transportation Agency. I hereby agree to abide by the policy when being transported by representatives of CCCTA.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date