

Sullivan County Nutrition Services

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Senior Transportation Riders Code of Conduct

Riders:

Sullivan County Nutrition Services (SCNS) Senior Transportation is open to seniors 60 years of age and over. Services are provided without regard to race, creed or sexual origin. All riders are expected to abide by this Code of Conduct while in the vehicle. Although the following identifies specific acts that are prohibited, the car driver has the final authority to refuse service to anyone deemed a potential threat in the driver's opinion.

Fares:

The suggested donation is \$1 each way.

Prohibited Acts:

The following acts are prohibited in the car:

- 1) Smoking or carrying any lighted tobacco product or expelling the residue of any other tobacco product including chewing tobacco
- 2) Consuming any alcoholic beverage or possessing an open container of any alcoholic beverage
- 3) Engaging in disruptive verbal or physical behavior, including loud conversation, profanity or rude insults, sexual advances or operating any electronic device used for sound without earphone(s)
- 4) Pets are welcome if they are in a crate and must not occupy an extra seat.
- 5) Possessing or transporting any flammable liquids, combustible material, or other dangerous substances, such as gasoline, kerosene or propane
- 6) Littering
- 7) Vandalizing the vehicle by writing, marking, scribbling, defacing or causing destruction to the vehicle in any manner
- 8) Begging or soliciting by forcing yourself upon another person
- 9) Excreting any bodily fluid upon or at another person in the vehicle
- 10) Possessing, using, or selling any controlled substance
- 11) Eating
- 12) Drinking any beverage other than water
Any Behavior which is disruptive to Senior Car / Driver
Problematic Personal Hygiene

Violations

Individuals who violate this code of conduct will be asked to refrain from the behavior immediately. If the behavior continues, he/she will be removed from the vehicle immediately. Continued violation of the code of conduct could lead to permanent expulsion from the vehicle.

Penalties for No-Shows

No-shows disrupt transit service and deny other passengers of the service. Therefore, a combination of three no-shows will result in a 30-day suspension of service. A warning letter will be sent after three (no-shows) to make the passenger aware that he/she are in peril of losing their riding privileges if they continue to violate the No-Show Policies. A cancellation letter will be sent after six (6) no-shows and service will be suspended for 90 days. The letter will provide the date and time of the no-shows and will explain the rights of appeal.

Appeals

Passengers may appeal suspension from the program for violating SCNS Senior Transportation policies.

First Appeal

The request must be in writing and must describe why the passenger disagrees with the suspension. The passenger may also ask to present their case in person. The passenger or a representative of their choosing may present on their behalf. A first appeal is decided by the SCNS Transportation Manager and a written decision will be made within 30 days after receiving the written request for an appeal.

Second Appeal

The request must be in writing and describe why the passenger disagrees with the appeal decision. The passenger may also ask to present his/her case in person. The passenger or a representative of their choosing may present on his/her behalf. The second and final appeal is decided by Executive Director. A meeting with the Executive Director may be requested. A written decision will be issued within 30 days of the written request for appeal.

Rider Policy

Rules to Ride by for scheduled stops:

1. Be ready at the pick-up location discussed on time.
2. The Senior Transportation driver will wait at a designated pick-up location for 3 minutes and then continue.
3. Always schedule ample time for medical appointments.
4. Call ahead of time to schedule a ride if time is essential.
5. No more than three (3) stops are permitted in one day. The return ride home is considered one stop.

No-Show Policy

Passengers who schedule a ride will be considered a "no-show" under the following circumstances:

- The Senior Transportation driver arrives on time but the passenger no longer wants to ride.
- The Senior Transportation driver arrives on time but the driver cannot locate the passenger at the pick-up location.
- The Senior Transportation driver arrives on time and waits 3 minutes but the passenger is not ready to go. This policy is set so that the driver can maintain his/her schedule and not disrupt schedules of other passengers on the route.