

PASSENGER RULES AND PROCEDURES

All PCTA passengers have a right to transportation provided by PCTA; that is why we are here.

PCTA passengers have a right to be treated with courtesy, dignity and respect at all times by PCTA personnel.

A passenger's right to transportation can be terminated by the transportation system due to misconduct of the passenger. Disruptive, unruly or abusive behavior to other passengers or the driver will not be tolerated.

No profanity or vulgarity is allowed while on board a PCTA vehicle, with the exception of passengers whose actions and verbiage that are protected under ADA guidelines due to a disability.

No weapons (knives or firearms) will be allowed on a PTCA vehicle.

No animals other than service animals will be allowed on a PTCA vehicle.

Passengers are not permitted to eat, drink, smoke or use other tobacco products in any PCTA vehicle. Exceptions are made to allow eating or drinking which is medically necessary due to passenger's medical condition or treatment, small children, and extended out of town medical trips.

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

No van will move until all passengers have been properly restrained with seat belts or wheel chair securement procedures. Riders will ask drivers if help is needed with seat belt securement.

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.

PCTA will reserve the right to refuse transport to any passenger who appears to be intoxicated or under the influence of drugs.

Procedures for violations of these rules are as follows:

- **First incident:** When a passenger's behavior disrupts the driver or other passengers, the transportation director, or his/her designated official 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 director or official will state to the passenger the reason his/her behavior is objectionable and the steps the passenger must take to correct the behavior. The director will also provide a written warning to the passenger.
- **Second incident:** If the passenger continues his/her disruptive behavior, the director or official 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 notified of a second 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 at this time there is a suspension of privileges to ride the transportation system for 30 days.
- **Third incident:** A third incident could result in a suspension of transportation privileges permanently. The director will present to the Transportation Advisory Board the circumstances surrounding the incidents and the board will then decide whether or not to suspend transportation privileges. 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.

The PCTA director reserves the right to exceed the above violation procedures, including calling the police and having a disruptive passenger removed, should it become necessary for the safety of the driver and/or other passengers.

Approved: _____
Date

By: _____
Board of Commissioners