



Suspension, Service Refusal and Termination Policy

I. No Show: “No Show” occurs when a vehicle arrives at the designated pick-up location, wait the prescribed five (5) minute period, and the customer is not present to board the vehicle.

- When a customer is a No Show for a trip, MCTA will cancel any additional trips(s) (including return trip) scheduled for the rest of that day.
- If the passenger is a "No Show" consistently over a month's time at a frequency of 33% of the time to the passenger's residence, then all future transportation requests for service will be suspended at the MCTA Director's discretion for a period of 7 days (1st offense), 14 days (2nd offense), 30 days each following offense. This will be relayed to the passenger by the MCTA Director in writing. If the appointment is scheduled through DSS (Medicaid), the MCTA Director will relay the no show passenger information to the DSS transportation staff. DSS staff will advise their clients of the **No Show policy**, of the suspension if in place and will forward a copy of the policy and letter of notification. Services may be reinstated after the suspension.
- Customer will be alerted of suspension in writing and via telephone.

II. Level I Inappropriate Conduct:

For any of the following inappropriate conduct on MCTA vehicles/property, persons will be given a first warning by the Vehicle Operator not to engage in the conduct. If further warning by the operator is necessary for failure of the passenger to comply the MCTA Coordinator will be contacted and possibly asked to come to the scene by the Operator. The MCTA Coordinator is authorized to and may ask the passenger(s) to leave the vehicle. An individual who declines to leave the vehicle after being ordered to do so by the MCTA Coordinator is subject to arrest and prosecution for trespassing and disorderly conduct. Continuous repeat infractions may result in exclusion from the MCTA vehicles for not less than seven (7) day or more than six (6) months.

- Refusing to vacate seats and designated wheelchair areas in vehicle for riders and people with devices when requested by those persons or by the driver on their behalf.
- Eating or drinking with the exception of those who have medical conditions.
- Using an audio device must be used with earphones.
- Standing or sitting without a seat belt.
- Bringing any animal that is not certified a Services Animal under ADA Title II and Title III is not allowed on MCTA vehicles.
- Engaging in indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct under circumstances in which such conduct tends to cause or provoke a disturbance is not allowed. This is

not intended to prohibit ordinary conversation between passengers in normal conversational tones.

- Refusal to answer or acknowledge direction, unless medical condition is noted.
- Engaging in unauthorized canvassing, selling, soliciting or distributing any material on board vehicle is not allowed.
- Changing a child's diaper is not allowed on the vehicle.
- Exhibiting inappropriate personal hygiene, I.E., and individual whose bodily hygiene is so offensive as to constitute a nuisance to other passengers or vehicle operator.
- Willfully refusing to pay a fare
- Otherwise disorderly or inappropriate conduct which is inconsistent with the orderly and comfortable use of the MCTA vehicle or its intended purpose.

III. Level II In appropriate Conduct on MCTA vehicles/property:

The following conduct is prohibited on ALL MCTA vehicles and on MCTA property. An individual observed engaging in the conduct by be told by a Vehicle Operator or MCTA Coordinator or other authorized individual to leave the vehicle or property immediately and may be subject to arrest by proper authorities. The Vehicle Operator is authorized to request police assistance if necessary. These offenses may also subject passenger(s) to the Exclusion Procedure, described in Section V.; further legal action may be taken as applicable and appropriate. IE: Smoking on vehicle. (See Section III below concerning lighting in incendiary device. (E.g. match, lighter, e-cig or torch.)

- Fighting
- Bring any items of a dangerous nature on board including: weapons (guns, knives or swords; flammable liquids, dangerous toxic or poisonous substances; vessels containing caustic materials, chemicals, acids or alkalis, fishing rods which are not broken down or have unsecured or exposed hooks or lures, ski poles unless secured to skis or have tip covers; sheet glass and sharp objects.
- Behavior that is disruptive, harassing or threatening in nature to MCTA passengers or employees. This includes following or stalking passengers or employees. Unwelcome verbal, non-verbal, or physical behavior having sexual, violent or racial connotations.
- Causing sounds that are unreasonable and highly disruptive of other individuals using MCTA vans, including but not limited to: prolonged loud, abusive, indecent, profane or drunken/drug conduct.

- Drinking alcoholic beverages or possessing open containers of alcoholic beverages.
- Otherwise disorderly or inappropriate conduct which is inconsistent with the safe and orderly use of transit vehicles, property for their intended purpose.

IV. Level III Inappropriate Conduct/Emergency Situations:

The following conduct in all MCTA vehicles and facility will be cause for police intervention, arrest and/or prosecution. An emergency situation can be defined as any situation in which an individual's actions present imminent danger to the life or safety of him/herself or others, or MCTA property. The MCTA vehicle Operator is authorized to request police assistance. An individual found to have engaged in any of the following activities will be excluded from transit facilities and/or services pursuant to the process in Section V, Exclusion Procedure.

- Use of counterfeit or stolen monies for fare
- Assault or threat of assault.
- Stealing or willfully damaging, defacing or destroying MCTA property. MCTA/Madison County will prosecute anyone who steals or willfully damages, defaces or destroys MCTA property.
- Lighting an incendiary device (match, lighter, vape, e-cig, torch)
- Obstructing or interfering with the vehicle operators safe operation of the vehicle
- Indecent exposure, engaging in sexual activity or inappropriate displays of affection.
- Entering or remaining on MCTA vehicles or property after having been notified by an authorized individual not to do so, or boarding or remaining on a MCTA vehicle during the period when an individual has been banned from the premises. See NON-COMPLIANCE with EXCLUSION Order.

V. Transit Exclusion Procedure:

After staff determine that after have been repeated or serious incidents of inappropriate conduct by an individual, and it is determined that the individual involved should be excluded from transit facilities or services or that conditions should be placed on the individual's continued use there of:

- The MCTA Director will issue, or cause to be issued, the individual involved in a written exclusion letter from MCTA facilities, including services as may be warranted. The letter shall indicate the reasons for the exclusion, the time period of the exclusion, and the facility and/or

services to which the seclusion order applies. If continued use of transit is made subject to safety conditions or restrictions (e.g., presence of a parent/guardian in the case of a juvenile; accompaniment by a personal care attendant), as conditional exclusion letter maybe issued specifying that the individual will be subject of exclusion unless the imposed restrictions are complied with. The letter shall also advise the individual of his/her right to appeal the decision and include a copy of the appeal procedure. The MCTA coordinator shall provide a copy of the letter to the MCCA Director and will inform all staff involved, who have need to know, about the reasons for the and length of the exclusion.

- At the discretion of the MCTA Director, a juvenile may be restricted to use a MCTA services only when the juvenile is accompanied by a responsible designated adult for a designated period of time. The juvenile's parent or guardian must be notified of the restriction via mail and phone call. Failure to abide by the restriction may lead to exclusion under this policy.

VI. Appeal Process:

Any appeal by or on behalf of the party subject to an exclusion order shall be submitted in writing to Madison County Transportation Authority within ten days after services by mail or phone call of the MCTA Coordinator's determination. The communication shall state with specificity the grounds for the appeal. The determinations of the MCTA Director to exclude and individual shall be stayed pending appeal to Madison County Community Services Director. The MCCA Director shall review, with the Madison County Transportation Board, and may reconsider or modify the decision to exclude an individual, following investigation of the matter and shall specify in writing with in fourteen (14) business days of receipt of the appeal the reasons for change or modification, if applicable, to the appellant. The MCCA Director will seek review of a draft written response by the Madison County Attorney before issuing the response to an individual subject to an exclusion order.

VII. Non-Compliance with Exclusion Order: Trespassing:

If an individual subject to an exclusion order enters the specified facility or vehicles before the return date listed in the exclusion letter, police will be called and the individual will be subject to arrest for trespassing.