



## PASSENGER RULES OF CONDUCT

Any person using a service or facility of Hood River County Transportation District shall be subject to removal and possible suspension from use of those facilities and/or services in the following circumstances:

1. If he or she engages in verbal or physical abuse of another passenger or employee of the District.
2. If he or she refuses to pay the proper fare or refuses to follow the basic riding rules as posted in all District buses.
3. If he or she consumes, uses or is under the influence of intoxicants or illegal drugs.
4. If he or she engages in any behavior, performance, or display that disrupts the safe and efficient work performance of a District employee and/or the safety of any passenger or invitee of the District.
5. If he or she fails to comply with the reasonable orders or instructions of a District employee.
6. If the District receives written notification from any law enforcement agency, court, district attorney or similar agency, that the individual using the facility or service of the District is a danger to District employees, passengers or invitees.

## PASSENGER SUSPENSION AND GRIEVANCE PROCEDURES

1. In cases of an incident with a person on the bus or at a District facility, the District employee on the scene shall attempt to resolve the problem in an informal manner by discussing the issue with that person. If that effort does not solve the problem, the District employee will request that the person leave the bus or facility. If that person refuses, the Operations Manager shall be called to attempt a resolution through further discussion with that person. If the problem is deemed to be of an emergency nature, law enforcement and the Operations Manager will be contacted for assistance. The involved employee will prepare an Incident Report prior to the end of their work shift to include the names and telephone numbers of witnesses.

2. When it appears the incident cannot be resolved by discussing the issue with the Operations Manager, that person will be asked to leave the bus or District facility voluntarily or, if necessary, with law enforcement assistance. The Operations Manager will prepare an Incident Report prior to the end of their work shift to include names and telephone numbers of witnesses.

3. If the incident is an ongoing problem, part of a series of incidents or, is of such a nature that the person's continued use of District facilities or services would or could constitute a direct threat to District employees, customers or invitees; the Operations Manager will notify the person in writing outlining the issues and what corrective action must be taken. Delivery of written notice may be mail or personal delivery by any District employee. The Operations Manager may provide a written warning or the Operations Manager may determine a suspension is necessary. In the event that corrective actions are not followed or the person poses a direct threat to employees, passengers or invitees of the District, the Operations Manager shall suspend that person's access to District services and/or facilities when deemed in the best interest of the District to do so. A suspension of privileges by the Operations Manager shall be in one of the following increments: one (1) week; two (2) weeks; thirty (30) days; or indefinite.

4. Notice of suspension shall be given in writing and shall include notification that, within ten (10) days from the date of notice, he/she may request, in writing, an appeal hearing before the Executive Director.

5. If an appeal hearing is requested, the suspended person shall have the burden of proof in order to establish reinstatement of access to District facilities and/or services.

6. The Executive Director shall hear the appeal and will make the decision and may determine one of the following:

- a) to reinstate fully,
- b) to impose conditional reinstatement,
- c) to sustain the Operations Manager's actions, or
- d) to suspend access privileges to District facilities and/or services indefinitely.

The Executive Director's decision shall be final.

7. If a passenger's privileges are suspended indefinitely, they may not apply for reinstatement until after ninety (90) days.

## NO REFUND POLICY

The District shall not provide a refund of the un-used portion of any pass, ticket, token or cash fare. If a person loses access privileges to District facilities and/or services they forfeit the values of that pass, ticket, token or cash fare.

## REPORT TO BOARD

The Executive Director shall report all suspensions to the Board of Directors at the next following Board meeting.