



VOTRAN GOLD PASSENGER DISCIPLINARY SUSPENSION POLICY

OBJECTIVES: To provide Votran Gold customers, contracted carriers and the Disciplinary Resolution Committee knowledge and understanding of disciplinary procedures for inappropriate behavior during service delivery or service request.

Seat Belts - Florida State law determined that all passengers on Paratransit vehicles must wear seat belts. A passenger who refuses to remain seated with the seatbelt in place will be denied service. If you have medical documentation stating that the use of a seat belt may be detrimental to your health, the seat belt regulation will be waived. You will be required to provide Votran with written documentation to have the seat belt requirement waived.

Disruptive or Illegal Activity - Passengers may not eat, drink, smoke (including electronic cigarettes and personal vaporizers), or spit on the vehicle. Passengers are responsible for being considerate of other passengers in sharing rides, practicing good personal hygiene, and to refrain from excessive noise, constantly changing seats, throwing objects, fighting, sticking heads or arms out the windows, and/or lewd behavior and speech, etc.

In accordance with Votran's Policies, service may be refused, suspended or terminated due to: seriously disruptive behavior; illegal conduct; or threats or violent / abusive treatment towards the operator or other passengers. Seriously disruptive conduct does not include behavior or appearance that only offends, annoys, or inconveniences other riders or employees.

Service Animals - Although allowed on Votran (and contractor) vehicles and in Votran facilities, service animals must display appropriate behavior while riding on the vehicle. Any service animal that poses a direct threat to the health and safety of others may be excluded from riding Votran Gold service or entering a Votran facility (as per Florida Statute 413.083(c) and the ADA of 1990). Additionally, a disruptive service animal (e.g. a dog that constantly barks while on board) may be excluded. The individual with the disability who uses the service animal still has the option to ride Votran Gold on future trips without the service animal.

Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.5(e), a transit entity is prohibited from requiring that an individual with disabilities be accompanied by a personal care attendant (PCA). Transit entities are also not required to provide PCA services. This provision must be considered in light of the fact that under 49 C.F.R. 37.5(h), an entity may refuse service to someone who engages in violent, seriously disruptive, or illegal conduct. If an entity may legitimately refuse service to someone, it may condition service to him on actions that would mitigate the problem. The entity could require a PCA as a condition of providing service it otherwise had the right to refuse. However, a transit entity cannot refuse to provide service solely because an individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience the entity or other persons.

Reports of Passenger Violations will result in an immediate suspension until an investigation is completed. Communication of the suspension of service will be made by phone and/or mail to the Passenger or Parent/Guardian of the Passenger with a copy to the appropriate agency (if applicable).

A full suspension will be issued only after a thorough investigation of the alleged non-compliance, corroboration of witnesses and as directed by the General Manager.

PASSENGER VIOLATIONS

- A. Disruptive to the Service
 - 1. Holding the Vehicle Hostage
 - 2. Slanderous Verbage/Inappropriate Screaming unrelated to the person's disability
 - 3. Unauthorized Use of Operating Equipment
- B. Illegal Acts
 - 1. Physical Assault
 - 2. Indecent Exposure
 - 3. Sexual Harassment/Rape
 - 4. Illegal Substance
 - 5. Theft of Property
 - 6. Damage of Property
- C. Unsafe Acts
 - 1. Jumping from a Moving Vehicle
 - 2. Improper Seatbelt Usage
 - 3. Fighting
 - 4. Throwing Objects From the Vehicle
 - 5. Failing to Remain Seated While the Vehicle is Moving

Disciplinary Process

Terms of Suspension (Calendar Days). Time of Suspension Will Be Counted From Time of Incident.

1. 1st Offense - 30 Days
2. 2nd Offense - 90 Days
3. 3rd Offense – 120 days
4. 4th Offense – 365 days/New Application
5. 5th Offense – Indefinite/New Application
6. Options:
 - a. Travel With an Escort
 - b. Proof of Behavior Modification

The passenger may appeal by following locally approved grievance procedures set forth by the Local Coordinating Board.