



Customer Code of Conduct

***Attachment A - Bus Guidelines & Rider Etiquette Posting on Buses**

***Attachment B - Late Cancellations & “No Show” Policy**

To provide safe, comfortable, and reliable services, Sullivan County Transportation (SCT) has developed this Customer Code of Conduct to outline the type of behavior and cargo permitted on SCT vehicles, at SCT bus stops, and in SCT facilities. SCT welcomes everyone to ride and encourages everyone to do so in a courteous manner. Enforcement of these standards is critical to maintaining a welcoming environment.

All SCT Customers are expected to:

- Pay the proper fare using a valid ticket, pass, or cash.
- Wear appropriate clothing for the public, including clothing that prevents indecent exposure and covers the bottoms of your feet.
- Show acceptable ID or documentation if required for the type of fare being paid.
- Cooperate with the driver, or other SCT employees, seeking to verify fare and otherwise enforce SCT policies.
- Comply with requests from an SCT employee to change behavior on the bus.
- Be courteous and respectful toward SCT employees, customers, and others associated with the service.
- Be able to safely control themselves and any dependents or animals within their care.
- Leave the bus if directed to do so by an SCT employee.
- Follow SCT employee instructions in the event of an emergency.

SCT Customers are not permitted to do the following on any SCT vehicle, at any SCT bus stop, in any SCT building, or when otherwise interacting with SCT services:

- Smoking, Alcohol, and Illegal Substances
 - Smoke, vape, or carry any lighted tobacco product.
 - Expel the residue of any tobacco product, including chewing tobacco and e-cigarettes. This includes spitting and breathing out smoke right after smoking.
 - Consume any alcoholic beverage or possess an open container of any alcoholic beverage.
 - Possess or use any unprescribed medications or illegal substances.
 - Sell any medications or illegal substances.
- Language & Noise
 - Use profane language toward others.
 - Insult, demean, harass, or verbally attack SCT employees or other customers.
 - Using derogatory language or slurs towards or about SCT employees or customers, based on race, ethnicity, color, religion, national origin, sex (including sexual orientation, pregnancy, and gender identity), marital status, familial status, age, genetic information, disability (physical or mental), or veteran status.
 - Sexually harass, overtly or through innuendo, SCT employees or customers.
 - Threaten SCT employees or other customers.
 - Engage in loud conversation that disturbs others.



- Play any electronic device loudly that disturbs others.
- Safety & Cleanliness
 - Physically assault SCT employees, customers, or any other person.
 - Carry, possess, or have within immediate access any dangerous weapon.
 - Litter on any SCT vehicle, property, bus stop, or adjoining property when waiting for or using SCT services.
 - Excrete any bodily fluid upon or at another person or object.
 - Give off a strong or pungent odor or carry materials which give off a strong or pungent odor which may be offensive or irritating to other customers or SCT employees.
 - Eat, except for small, contained snacks such as a granola bar.
 - Use or leave behind hypodermic needles.
- Other
 - Loiter at bus stops when not waiting for a bus, or at an SCT building when not engaged in legitimate SCT business.
 - Vandalize any SCT vehicle or property.
 - Beg or solicit, including asking other customers to pay your fare or selling merchandise.
 - Engage in other obnoxious, disturbing, or disruptive behavior.
 - Engage in any illegal activity.

The following items may not be brought on an SCT vehicle or into an SCT building:

- Food that is not in secure packaging (for example, groceries are okay, but a piece of pizza on an open plate is not).
- Drinks not in a secure container (the container should be able to tip over without spilling).
- Opened alcoholic beverages.
- Any illegal substance.
- Lit tobacco products.
- An animal that is not a service animal without an appropriate carrier. Animals whose purpose is to assist a person with a disability (service animals) are permitted.
- Any dangerous weapon (including firearms).
- Bicycles, which may go on the bike rack if the vehicle has one and there is space available, but they may not go inside an SCT vehicle.
- Large items that cannot be properly secured. The driver has sole discretion on whether a large item is permitted and/or properly secured.
- Flammable liquid, combustible materials, lead-acid batteries, gasoline, kerosene, propane.

Please note: SCT reserves the right to not allow an item on an SCT vehicle, or in an SCT vehicle, at its sole discretion.

Intoxication



SCT permits people who are intoxicated to ride. However, those individuals are responsible for following this Customer Code of Conduct. If intoxication results in any of the behaviors prohibited in this policy, that person will not be permitted to ride.

Consequences of Misconduct

Customers who violate SCT’s Customer Code of Conduct may be banned from riding. The length of the suspension will vary based on the severity of the violation.

SCT employees may immediately refuse service to any customer who does not comply with the Code of Conduct.

Incident Description	Length of Suspension
If SCT contacts police to assist with a customer who violates the Code of Conduct, the ban is effective immediately upon SCT’s call to police.	Minimum of 30 days.
First threat violation: threatening SCT employees or customers, verbally, in writing, or physically.	Minimum 30 days.
Second threat violation: threatening SCT employees or customers, verbally, in writing, or physically	Up to six months.
Additional threat violation: threatening SCT employees or customers, verbally, in writing, or physically.	1 year.
Assaulting SCT employees or customers, including throwing items at, spitting at, hitting, attempting to hit, or otherwise being physically aggressive.	Minimum of 1 year or more.
Riding or attempting to ride after being informed of a current ban on riding.	Ban extended by 30 days per attempt.

SCT reserves the right to identify the type of violation committed, including whether behavior is threatening, considered harassment, or otherwise violates this Customer Code of Conduct.

No Fare Reimbursement

Passengers who violate SCT’s Customer Code of Conduct, and are consequently banned from the service, are not eligible for reimbursement of their fare. This applies to both one-time fare paid for a ride and monthly passes which a longer ban may render unusable.

Misconduct Related to a Disability

Customers who violate the Customer Code of Conduct, but whose misconduct is the direct and immediate consequence of the customer’s disability, may have the following restrictions placed on them:

- A customer may be required to ride with another individual who can assist them if this misconduct would have otherwise resulted in a suspension.



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People moving people in Sullivan County since 2016

- A customer may be subject to any reasonable adaptation that will ensure safety. This adaptation may last for a time sufficient to allow the customer time to learn appropriate behavior or the adaptation may be permanent if the misconduct continues.



BUS GUIDELINES & RIDER ETIQUETTE

ATTACHMENT A

Full Customer Code of Conduct Available at: www.scshehelps.org
(or upon request)

- Be waiting at the bus stop ready to board the bus.
- Be considerate of others at the bus stop, including private property owners and business owners.
- Allow passengers to exit the bus before you board.
- Deposit the proper fare or show your pass to the driver.
- Do not use profane language; use of profane language can be considered disruptive and threatening in some situations.
- No open food or drink containers on the bus.
- Take your seat promptly and quietly.
- Do not distract the driver with unnecessary conversation.
- Practice good personal hygiene.
- If you have a child in a stroller you must remove the child, place the child in a secured car seat, and collapse the stroller.
- Wheeled carrying devices are permitted on vehicles however wheeled carrying devices must be collapsed if space is limited. When the device must be collapsed packages must be held on your lap or secured under the seat.
- Please use earphones if using sound producing devices (cell phones, ipods, radios, CD players, etc.) Make sure they are not of such volume to be a disturbance to other passengers or loud enough that you cannot hear driver announcements.
- Carry on packages are limited to items the rider can carry on in one trip. Baggage or other items you carry must be on your lap, or under the seats. If you place bags on the seat, please remove them if another passenger wishes to



sit. Packages may remain in wheeled carrying devices when space allows.

- When you need to get off alert the driver prior to the driver passing the stop. Promptly exit. Wait for the bus to pass before crossing the street.

PROHIBITED ACTIVITIES

- Consumption of alcohol, and/or illegal substances.
- Smoking including e-cigarettes.
- Behavior that is considered to a reasonable person to be dangerous, disruptive, obscene, threatening, violent, inciting or insulting language and/or gestures.
- Fighting, or mock fighting.
- Any illegal activity.
- Harassing or intimidating behavior.
- Animals other than service animals must be confined to a pet carrier. Service animals are allowed.
- Transport of materials that cause a health or safety risk.
- Placing of any objects in aisles or other places where a reasonable person would consider dangerous. Loose objects in the bus can become projectiles in an accident situation.

To ensure the safety of all passengers, Southwestern Community Services reserves the right to remove and/ or deny service to any passenger who poses a direct threat to the safety of themselves or others through threatening behavior and language toward other riders or SCT staff.



Late Cancellations & “No Show” Policy

Attachment B

The Federal Transit Administration’s (FTA) Paratransit regulations permit Sullivan County Transportation (SCT) to establish an administrative process to suspend, for a reasonable period of time, service to customers who establish a pattern or practice of missing scheduled trips, except where the trips are missed for reasons that are not under their control.

SCT will record each “no-show” or “late cancellation” as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may be suspended for a reasonable period of time. This policy also applies to all Demand-Response services of SCT provided through Dial-A-Ride.

A **late cancellation** occurs when a customer cancels a trip less than 24 hours before their scheduled trip or pick-up time, excluding weekends and holidays.

No-shows are costly. They also inconvenience other customers when there are delays that affect the schedule. A **no-show** will be added to the customer’s record when any of the following situations occur:

- Not being at the scheduled pick-up location within five (5) minutes of the scheduled pick-up time, and/or being unavailable by phone at the time of the pick-up.
- Canceling a ride less than 90 minutes before the scheduled pick-up time.
- Not canceling a scheduled pick-up time.
- Choosing not to ride after the bus arrives for the pick-up.

To emphasize the importance of avoiding costly no-shows and reduction of late cancellations, Passengers who have no-shows equal to or greater than 25% of the scheduled trips in a thirty (30) day period will be provided a written warning. In order to be subject to a warning or suspension, a passenger must have booked a minimum of three (3) trips or more in a calendar month.

Example: If a passenger books five (5) trips and no-shows 25% of the time, the customer will be in violation of SCT’s Late Cancellation/No-Show Policy and will be sent a warning notice indicating the dates of violations and the starting and ending dates of suspension. Repeated violations of this policy



will cause the length of suspension to be increased. For second and any subsequent violation of this policy the customer will be notified of their suspension by registered mail. The customer will have ten (10) business days from the date of the letter to appeal the decision.

The following suspension periods shall apply to violations of this policy that occur within the same rolling twelve (12) month period:

- 1st Violation - Warning Notice & a 30 days probationary period; if no other late cancellations and/or no-shows are recorded for the customer during the initial 30-day probationary period, full eligibility will be continued and no other further action will be taken;
- 2nd Violation - 1 Week Suspension;
- 3rd Violation -2 Week Suspension;
- 4th Violation – 1 Month Suspension;
- Beyond 4 Violations – 6 Month Suspension

The suspension of service will become effective ten (10) days from the date the registered mail letter of notification is mailed in order to allow the customer to appeal the suspension. The notification of suspension will include the specific reasons for the suspension. Customers who feel they were charged with a late cancellation in error should immediately call the SCT Office at (603) 719-4323 or email the Transit Director at jberquist@scshelps.org.

Missed trips beyond customer's and/or SCT's control, or SCT's error will not be counted as late cancellations and/or no-shows. Missed trips beyond customer's control could include, but are not limited to:

- Personal attendant or another party who didn't arrive on time to assist the customer;
- Customer's appointment at a healthcare facility ran long and did not provide opportunity to cancel in a timely manner;
- Customer's mobility aid failed

SCT's beyond control circumstances and errors, which may not be counted as a rider no-show, include but are not limited to:

- Bus arrived late, after the pickup window;
- Bus arrived early, and left before the pickup window;
- Bus never arrived or went to the wrong location