

Niles Dial-A-Ride

Passenger Suspension for Abusive or Disruptive Behavior

For the safety and comfort of Niles Dial-A-Ride Transportation (DART) clients, staff, and the general public, DART has established this policy to address incidents of disruptive or abusive behavior by clients. Disruptive and abusive behavior includes, but is not limited to, the following:

- Hazardous Conduct:** Any act which endangers the safety or creates the potential for physical harm to DART staff, other riders, or the general public;
- Abusive Conduct:** Any offensive act which invades the “personal space” of others or touching another person in a rude, insolent or angry manner. Abusive conduct also includes the verbal abuse of DART staff and/or other passengers in a way that is not a direct result of the client’s disability;
- Unlawful Harassment:** Any unwelcome verbal, non-verbal, or physical behavior having sexual or racial connotations. This also includes, but is not limited to, harassment on the basis of race, sex, color, ancestry, national origin, religion, disability, age, sexual orientation, and marital status;
- Unauthorized use or damage of vehicle or equipment:** Any instance where a client operates or attempts to operate the vehicle and/or equipment; and any instance where a client willfully or intentionally damages a DART vehicle;
- Unintentional Misconduct:** Any act that would qualify as hazardous conduct, but is the direct and immediate consequence of the client’s disability; and
- Voluntarily and repeatedly violating riding rules, including:**
 - Smoking on vehicles,
 - Refusing to remain seated,
 - Eating or drinking without medical indication,
 - Defacing equipment,
 - Causing unnecessary delays for the operator and other passengers,
 - Refusing to wear a seatbelt or lapbelt (if in a wheelchair or other mobility device), and
 - Refusing to comply with other requirements specified in other policies stated in this guide.

For any offense that is determined to be minor, a written warning, or notification in an accessible format, will be issued to the client. If the offenses continue, the client will be suspended.

For any offense that is determined to be major, or for those who have previously received a written warning, clients will be suspended for the following periods:

- First occurrence will result in a one-month suspension.
- Second occurrence will result in a six-month suspension.
- Third occurrence will result in a one-year suspension, and the client must request that their eligibility to ride with DART be reinstated.

DART’s Transportation Coordinator and/or General Manager are solely responsible for determining the severity of each offense. DART reserves the right to impose an immediate suspension for any offense that is found to pose a serious physical threat to staff, other riders, or the general public. In such instances, the case will be reviewed by the Transportation Coordinator, General Manager, and/or the necessary law enforcement authorities. The client will be notified if and when his/her riding privileges will be reinstated.