

# Rider Policy

Adopted April 16, 2026

## Behavioral Problems on Vans and Potential Suspensions

At times drivers may encounter behavioral problems with passengers. These behavioral problems include:

1. Argumentative or threatening behavior
2. Violent acts or threats of violent action
3. Inebriated passengers
4. Blatant disregard for the safety of you and the other passengers

The driver should respond to these behaviors by:

1. Speaking softly and firmly to the passenger
2. Do not become involved in a physical altercation or emotional confrontation with the passenger
3. Try to redirect the passenger. Listen carefully to what the problem is. If possible, resolve any immediate issues and inform the passenger that they can speak with the Case Manager when they get to the facility.

If behavior continues:

1. Telephone the facility and report that you have a code yellow
  - a. Do not use the phone when the vehicle is in motion. Pull to the side of the road, come to a complete stop and put the vehicle in park before using the phone.
  - b. Request to speak to the Executive Director or the Transportation Director
  - c. Be prepared to give your location and a brief description of incident
  - d. If the behavior escalates, inform the facility, additional staff and a back up van will be sent to your location to assist you.
  - e. In extreme cases a passenger can be denied transportation when their behavior becomes unacceptable. However, you must first obtain approval from the Executive Director and Transportation Director.
2. Riders potential suspension from transportation services
  - a. Rider will be given a verbal warning, with a written notice placed in the individual's file noting the nature of the issue. If the issue is a physical altercation the rider will immediately be suspended from services permanently.
  - b. A second warning will require the signature of the rider as to the nature of the behavior issue.
  - c. A third warning will trigger immediate suspension of riders for a period of up to 180 days. Reinstatement will be at the discretion of the Posey County Council on Aging, Inc.