

RIPTA ADA Customer Conduct Policy

Customer Conduct policy

RIPTA's Paratransit services (Ride) is operated in compliance with the Americans with Disabilities Act (ADA). The ADA permits the refusal of service to customers (from paratransit service) who engage in violent, disruptive or illegal conduct. Paratransit services may implement the enforcement of ADA-permitted suspensions/terminations. All Ride customers must adhere to the policies and rules of Ride and are responsible for the conduct of their Personal Care Attendants and guests. Customers may be terminated or suspended from service for engaging in any acts of misconduct including, but not limited, to those noted below.

- Acts of violence, or illegal conduct including those that cause or may tend to cause injury and/or harm to oneself or others
- Threats of violence, harassment and/or conduct that poses a direct threat or significant risk to oneself or others
- Conduct resulting in inappropriate physical contact with oneself or others
- Disruptive or abusive language including derogatory remarks about race, ethnicity, religion, gender identity or sexual preference
- Carrying or bringing any item(s), dangerous instrument(s) and/or weapon(s) that may present a danger or hazard
- Conduct that interferes with customer traffic and/or impede paratransit service
- Littering, dumping garbage, liquids or other matter and/or creating a nuisance, hazard or unsanitary condition (including, but not limited to, spitting or urinating)
- Destructing, defacing, destroying or otherwise vandalizing of AAR property
- Smoking including e-cigarettes or carrying an open flame or lighted match, cigar, cigarette, pipe or torch
- Drinking or possessing any opened unsealed container/s of alcoholic beverage
- Conduct that demonstrates an intent to defraud or a theft of service
- Please note that assaulting a RIPTA employee is a crime

Customers who engage in disruptive conduct that is not violent or illegal may be suspended from service for a progressively longer period of time after their first violation.

Consequences for an Established Pattern or Practice of Disruptive Behavior	
1st Violation	Letter of warning and /or phone contact
2nd Violation	2 Day Suspension
3rd Violation	5 Day Suspension
4th Violation	10 Day Suspension
5th Violation	30 Day Suspension
Violation history covers a 12-month floating period	

Appeal Process

A customer (or a customer's representative) may file a verbal or written appeal for a termination or suspension of ADA service by contacting the Ride program.

Designated Ride staff will review the information provided by the customer (or the customer's representative) and make a decision to either uphold the customer's service suspension or to excuse it within 10 business days.

If the customer is not satisfied with the review by the Ride program, they may request a formal review by RIPTA's Director of Paratransit. A review will be scheduled and a decision made within 10 days.