



#### EPTA Rider Policy:

Eastern Panhandle Transit Authority is a public transit provider and passengers are expected to act appropriately when using EPTA system. Passengers who display any of the following actions will be suspended from EPTA. These actions include, but are not limited to:

- Vandalism
- Physical or verbal abuse of a driver or another passenger
- Vulgar Acts
- Smoking, use of tobacco products or vaping
- Non-payment of the fare

A suspension may result if a passenger violates any safety policy. This may result in an immediate suspension.

#### **Appeal of suspension**

Suspensions may be appealed in writing or in person by appointment only. Appeals shall be overturned only if the information that the suspension is based upon is incorrect. A suspension may not be overturned because it causes a hardship for the passenger. All decisions will be made in writing and a copy placed in the passenger's file.

#### **Suspension terms**

- 1st violation will result in a one-week suspension from the service.
- 2nd violation will result in a two-week suspension from the service.
- 3rd violation will result in a one-month suspension from the service.
- If violation(s) is/are repeated, riding privileges may be revoked indefinitely.
- Vulgar and/or violent acts could result in revocation of rider privileges

**Approved EPTA Board of Directors 12/18/17**