

**Human Services Council
Transportation Services
Passenger Code of Conduct**

1. Riders must be ready to go at their scheduled pickup time. You are allowed a 5-minute grace period. Remember that drivers may arrive 15 minutes before or 15 minutes after a scheduled pick-up time
2. If you miss your ride because you are not ready, cancelled your transportation at the door, or for any reason chose not to go with your transporter, you will be considered a “No Show”.
3. If you are a “No Show”, you will receive a letter from the Transportation Services Brokerage informing you of this. Anyone who receives three “No Show” letters within a three-month period will have door-to-door transportation privileges suspended for three months. The Non-emergency Medical Transportation Program can still offer gas vouchers or bus transportation services even after three no-shows. The Employment and Reserve-A-Ride Transportation Programs cannot offer gas vouchers
4. Be respectful of the driver and other riders. Do not disturb, harass or threaten others with loud intimidating comments, unsafe activities or other inappropriate behavior.
5. Eating is not allowed in any vehicle. You may have water in a closed container only
6. No smoking or consumption of alcohol, non-prescribed narcotics or other controlled substances while in transport.
7. No stops en route are allowed, unless medically necessary or approved in advance by the transportation brokerage.
8. The transport is to be used for the intended scheduled purpose only e.g. medical appointment, job interview or employment. If the appointment or work schedule changes, you cannot use the ride for any other purpose. Transport knowingly used for non-covered services constitutes fraud and could result in suspension of transport privileges.
9. Keep conversations with the driver and other passengers to a minimum. Do not share personal information with the driver or other passengers. Information that you share with the driver or other passengers cannot be guaranteed to remain confidential.
10. Weapons of any kind, with or without a permit, are not allowed.
11. Riders who do not follow these guidelines could lose their door-to-door transportation privileges for three months. Repeated violations by Employment or Reserve-A-Ride Transportation clients may result in permanent loss of door-to-door transportation services.
12. Riders may request a formal review of a decision by the Transportation Services Brokerage. Medicaid Transportation clients also have a right to an MPA Fair Hearing if they do not agree with a decision the Transportation Brokerage makes to limit or denies them transportation.