

Rider Grievance Procedure.

City of Mount Vernon Transportation believes every rider is entitled to express any concerns, whether positive or negative, about the service he/she has received. To ensure that all riders receive quality transportation, City of Mount Vernon Transportation has established the following procedure concerning complaints and grievances.

Complaints involving violation of Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act are include in this policy.

1. All new riders will be given a copy of this grievance policy.
2. Each vehicle will have an interior sign stating that a copy of this policy may be obtained by calling (417) 466-2122.
3. Complaints must be made in writing and state the following information:
 - a) Date
 - b) Time
 - c) Location
 - d) Driver/dispatcher/other employee(s) involved; and
 - e) Nature of the complaint.
4. *Complaints received anonymously, or by telephone, will be documented but no action will be taken unless a written complaint is also received. City of Mount Vernon Transportation will use all complaints as a source for training drivers and other employees in customer service.*

5. Upon receipt of a complaint, the City Administrator will gather evidence about the complaint and document all findings. Every effort will be made to resolve the complaint within 30 days of receipt.
6. If the rider is not satisfied with the decision, he/she must then ask that the next highest level of authority consider the complaint and issue an opinion. Complaints will be considered by the following authorities in this order:
 - a) Board of Alderman/City Council
P.O. Box 70
Mount Vernon, Missouri 65712
 - b) Missouri Department of Transportation
Attn: Transit
105 W. Capitol Ave
Jefferson City, Mo 65102
1-888-ASK-MODOT
www.modot.mo.gov
 - c) Federal Transit Administration
Region VII
901 Locust Street, Room 404
Kansas City, MO 64106
816-329-3920
7. If, after all authorities have issued a decision, the rider is still not satisfied, he/she may contact the State Attorney General, or the United States Department of Justice.



City of Mount Vernon

Transportation Department

Rules of Conduct And

Rider Grievance Procedure

City of Mount Vernon
P.O. Box 70
319 East Dallas Street
Mount Vernon, MO 65712
(417)466-2122 City Hall
(417) 466-2151 Transportation

Rules of Conduct

All riders are required to conduct themselves properly when riding a City of Mount Vernon Transportation vehicle. Behavior that distracts the driver or annoys other passengers will not be tolerated. This behavior includes, but is not limited to:

- Talking in such a manner as to disturb other passengers.
- Passengers talking to the driver when the vehicle is in motion; however, it is permissible for a passenger to give the driver directions to an individual's home or destination.
- Passengers leaving their seats when the vehicle is in motion.
- Eating, drinking, smoking, or using chewing tobacco on the vehicle.
- Passengers and the driver not wearing seat belts while the vehicle is in motion.
- Solicitations of any kind.
- Individuals who ride the bus will maintain themselves in such a manner as not to offend others.
- Physical abuse or abusive language by the rider of others on the vehicle.
- Disrespect shown to any rider, or driver, including cursing and physically abusive contact.

Behavior such as that listed above may result in denial of service. When a rider violates any of these rules, the driver is to show the individual the rules and ask him/her to comply with them.

Continued violation of the rules may result in denial of service.

Other safety infractions that will result in denial of service include:

- The parent(s) or guardian of a child weighing less than 50 pounds shall provide an approved child's seat that can be secured with a conventional seat belt. No child under 50 pounds shall be transported without an approved child seat. Children or infants are never to be held in the lap of an adult while the vehicle is in motion.
- Individuals known to have an infectious disease (such as tuberculosis, or childhood diseases such as chicken pox, etc.) or head lice shall be denied service until City of Mount Vernon Transportation receives notification the disease has been rendered non-infectious.
- Notification of cancellation in a timely manner. After 3 occurrences of a no show, you will be suspended for 10 days.

Service animals are permitted on all vehicles. Service animals presenting a danger to the driver or other passengers must be confined or restrained.

Oxygen tanks and other necessary medical equipment are allowed on all vehicles. The equipment must be secured to prevent injury in case of an accident or sudden stop.

What riders may expect from the driver:

- Assistance when getting on and off the bus.
- Courtesy and respect.
- Assistance in fastening a seat belt when needed. (Your driver has the right to refuse service to anyone who will not wear a seat belt).
- Reasonable amount of time may be spent at each destination.
- Assistance in carrying purchases from the bus to rider's doorstep (riders who can carry their own purchases, should). The City of Mount Vernon Transportation reserves the right to limit the number, and size of packages allowed on the vehicle. This will be at the discretion of the Driver based on that day's space constraints.
- The right to request that other riders follow the Rules of Conduct.
- A safe manner of driving including following the posted speed limits.

Riders who feel their driver has not followed these guidelines should report the infraction to the City Administrator, including date, time and place. Any rider who feels their civil rights have been violated or that City of Mount Vernon Transportation has not complied with the requirements of the Americans with Disabilities Act should request a copy of the grievance procedure as adopted by City of Mount Vernon Transportation and act accordingly.