Mid-Columbia Economic Development District Service Suspension Policy

Drivers can refuse riders service based on, but not limited to, violent or disruptive behavior that is not disability related, illegal conduct, threats to the safety of themselves or others, and refusal to follow the Rider Rules of Conduct. Riders can be suspended from the service for up to 7 days for a first offense, up to 14 days for a second offense and up to 21 days for subsequent offenses. Riders will be notified by the Transportation Operations Manager or Field Supervisor in writing prior to the suspension being imposed. The notice will specify the basis for the proposed suspension, the proposed duration of the suspension, and the process to appeal the proposed suspension.

Riders may appeal a suspension within 14 calendar days of receipt of the suspension notice. Appeals may be filed with the Executive Director by e-mailing Jessica@mcedd.org or in writing mailed or dropped off at to 802 Chenowith Loop Road, The Dalles, OR 97058. Once the appeal is received, the Executive Director will review the appeal and make a final determination. The conclusions of the Executive Director will be provided to the rider in writing (or accessible format upon request) within 30 days of receiving the appeal. The decision of the Executive Director is final.