

Indiana Council on Specialized Transportation

Code of Service Ethics

The Indiana Council on Specialized Transportation is dedicated to promoting safe and efficient transportation services to people with special needs. INCOST expects members to be an asset to their community and a positive representative for specialized transportation. The INCOST Code of Service Ethics is established to encourage members to honor the following principles:

Safety Standards

- ! All drivers have appropriate operator's license and liability insurance coverage.
- ! All vehicles are adequately insured.
- ! Drivers receive pre-service training before they go on the road.
- ! Each vehicle is equipped with emergency response tools.
- ! Risk management is practiced through on-going training of drivers & support personnel.
- ! Vehicle inspection is performed on a regular basis to ensure they are safe and clean for passenger transport.
- ! Preventative maintenance is performed and vehicle defects are repaired promptly.
- ! Equipment to assist passengers with special needs is available and in working order.

Service Standards

- ! All passengers are treated with courtesy.
- ! No discrimination in providing service or employment based upon age, sex, race, disability or religion.
- ! Service is provided to as many persons in need within the constraints of the resources available.
- ! Written service policies are available and communicated to the passengers.
- ! Fee schedule is published and fees applied consistently, if fees are charged.
- ! Waiting time is minimized.
- ! Drivers are identified as representatives of the service provider organization.
- ! Passenger and community feedback is solicited through periodic satisfaction surveys.

Stewardship Standards

- ! Financial resources are used efficiently.
- ! Service and financial reports are available to funders, passengers and the community.
- ! Coordination with other transportation providers promotes efficient use of resources.
- ! Information is shared with and assistance is provided to other transportation providers.
- ! Safety and responsiveness of transportation services is highly valued.

Our agency agrees to voluntarily abide by these conditions and standards as established by the Indiana Council on Specialized Transportation.

Agency Representative

INCOSt President

Title