

# SUSPENSION AND APPEALS POLICY FOR NO-SHOWS/LATE CANCELLATIONS

**Suspension of service:** customers who develop a pattern or practice of missed trips and/or late cancellations may risk suspension of ADA Paratransit Service.

**Notification of suspensions:** Prior to a rider's suspension of service for excessive no-shows and/or late cancellations, GPTC will notify the individual rider in writing, explaining the reason for the suspension and the length of the suspension including exact no show and late cancellation dates, times, pick up location and destinations for the proposed suspension.

When it has been determined that a rider is in violation of the no show and late cancellation policy, the following progressive action will be taken:

- a) **1<sup>st</sup> violation within a thirty (30) day period:** rider will be issued a warning letter advising them that they are in violation of GPTC's no show and late cancellation policy.
- b) **2<sup>nd</sup> violation within a thirty (30) day period:** rider will be issued a second warning letter advising them that they are in violation of GPTC's no show and late cancellation policy.
- c) **3<sup>rd</sup> violation within a thirty (30) day period:** rider is issued a seven (7) day suspension for violation of GPTC's no show and late cancellation policy.
- d) **4<sup>th</sup> violation within a thirty (30) day period:** rider is issued a fourteen (14) day suspension for violation of GPTC's no show and late cancellation policy.
- e) **Additional violations within thirty (30) day period:** rider is issued a thirty (30) day suspension for violation of GPTC's no show and late cancellation policy.

An offense will be dropped if a subsequent offense does not occur within forty-five (45) days of the preceding offense.

## Appeals

An individual who receives a suspension notice may file an appeal questioning the decision. All appeals must be submitted in writing or on video/audio tape to:

Gary Public Transportation Corporation

ADA Coordinator

2101 West 35th Avenue, Gary, Indiana 46408

The appeal hearing will be conducted by designated personnel who are not involved in the initial suspension determination decision. The individual filing the suspension appeal will be notified of the appeal decision in writing or in accessible format if requested. The notification will state the reason(s) for the decision if suspension is upheld.

**\*Note:** During the appeals process, an individual's ridership privileges under review will not be denied transportation services.