



Lebanon transit

200 WILLOW STREET
LEBANON, PA 17046
www.lebanontransit.org

Lebanon Transit Paratransit No-Show Policy

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INFORMATION:
FIXED ROUTE
717.274.3664

PARATRANSIT
717.274.3514

FAX
717.274.8860

Any trip that is not taken and has not been cancelled one (1) hour before the scheduled pick up time will be considered a no-show.

No-shows are considered excessive when a customer reserves 4 or more trips within any month and no-shows 25 percent or more of those scheduled trips. This will be considered a *pattern or practice* of no-shows.

Suspensions

Customers incurring excessive no-shows may be warned and then suspended for a reasonable period of time. Repeated violations will result in longer suspension periods each time. The following suspension shall apply to violations of the Policy:

1 st Violation	Written Warning
2 nd Violation	1 Week Period
3 rd Violation	2 Week Period
4 th or subsequent Violation	4 week Period

Note: All future trips, including Subscription Service, will be cancelled after the second violation for any customer suspended under this Policy.

Customers violating this Policy will receive notice of warning or suspension identifying each trip that was no-showed. This notice will also advise the customer of the dates when the suspension begins and ends, as well as the date the customer can start to use Paratransit service again if suspended.

Written Appeals

- Customers must submit the completed Notice of Appeal Form.
- Customers must submit a letter listing the dates of the violations documenting why they believe the violation should be excused and any supporting documentation;
- These documents must be postmarked within 30 calendar days of the date on which the Notice was issued.

In-Person Appeals

- Customers must submit the completed Notice of Appeal Form postmarked within 30 calendar days of the date on which the Notice was issued.
- Customers should circle the dates of the violation from the report that they intend to appeal in person. Customers shall be contacted to schedule an appointment. Customers should be available to attend the meeting at a mutually agreed-upon date and time.

No suspension will take effect if customer has filed an appeal in accordance with the instructions and deadlines noted in this Policy.

Lebanon Transit will advise customers in writing of its decision concerning their appeal. If the decision upholds the suspension, the notice of decision will provide customers with the beginning and ending dates of the suspension period.

NOTICE OF APPEAL FORM

Please complete this Form if you wish to appeal your suspension from the Lebanon Transit Paratransit Program. **The appeal must be postmarked within 30 calendar days of the date the notice of suspension was issued.**

Print Clearly

Name: _____ Address _____

Date of Birth: ____ / ____ / ____ Phone: _____

You must CHECK ONE of the following:

___ I choose to **appeal in person**. If you choose to appeal in person, you will be contacted by Lebanon Transit staff to schedule an appeal meeting. You must be available to attend the meeting at a mutually agreed-upon date and time. **Please bring all supporting documentation to the appeal meeting. Be specific with the dates you are appealing.**

___ I choose to **appeal in writing**. If you choose to appeal in writing, please submit this or a **Notice of Appeal Form** or a **letter** specifically stating why you believe that the violations were charged against you in error. Be specific with the dates you are appealing. **Please include all supporting documentation with your appeal.**

Sign below to indicate that the information you submitted is correct to the best of your knowledge. If you are unable to sign, you may have someone sign for you and indicate their relationship to you. Unsigned/dated forms will be returned.

Signature: _____ Date: _____

You may bring a representative with you. Please indicate any accommodations required to participate in the meeting if requested.

Incomplete forms will not be processed. Please return completed form(s) to:

Lebanon Transit Appeals
200 Willow Street
Lebanon, PA 17046