

**LORAIN COUNTY TRANSIT (LCT)
NO-SHOW/LATE CANCELLATION POLICY**

PURPOSE:

“NO-SHOWS” and late cancellations are major concern to Lorain County Transit because of their adverse impact on paratransit customers and our contractor who provides the service. The purpose of the policy is to emphasize to ADA Paratransit passengers the importance of canceling scheduled trips in a timely fashion so as to enable paratransit service to operate more efficiently and fairly. Regulations pursuant to the Americans with Disabilities Act of 1990 (ADA) together with regulations of Lorain County Transit acknowledge this concern and authorize the suspension of service for a reasonable period of time for those individuals who establish a pattern or practice of violating LCT’s cancellation policy.

PASSENGERS’ OBLIGATION FOR CANCELLATION OF A SCHEDULED TRIP:

A passenger is a “NO SHOW” when the vehicle arrives within the pick-up time window, and the passenger does not appear to board the vehicle or declines to take the trip. It is the passenger’s obligation to cancel a reserved ride before 4:30 p.m. the day before the scheduled trip. Any cancellation received after this time will be counted as a late cancellation. To cancel your ride, please call 440-365-0224 or 1-800-406-7541.

THE PENALTY SYSTEM

First Offense: When a passenger “NO-SHOWS” or late cancels 3 times during a 3 month period, service will be discontinued for that passenger for 2 weeks. In addition, any rides scheduled within the 2 weeks while service has been discontinued will also be cancelled.

Second Offense: When a passenger “NO-SHOWS” or late cancels 3 times again during a 3 month period, service for that passenger will be discontinued for 1 month. Again, any rides scheduled within the month that service has been discontinued will also be cancelled.

Staff will contact those individuals who are violating the policy by phone and/or by letter and will work with them in order to correct the problem. **CONTINUED ABUSE MAY RESULT IN DISCONTINUATION OF SERVICE!**

NOTIFICATION AND RIGHT TO APPEAL:

Regulations pursuant to ADA and regulations of Lorain County Transit assure individuals that they will have the right to notice and appeal prior to any suspension of service based on violation of this policy. Individuals will have 10 days from the date of the notice to submit their appeal to the Director of Lorain County Transit. The Director of LCT will reach a determination on the appeal within 21 days of its receipt. All individuals who appeal will receive a written notice of the decision and the reason. A suspension will not be implemented during the period in which an appeal may be filed until the appeal is decided.