

## Attachment P

### CCTA POLICY O-6

#### CCTA ADA Complementary Paratransit Services Late Cancellation Policy

##### I. PURPOSE

Early cancellations provide more service opportunities for all customers. If a customer needs to cancel a ride s/he must do so by calling CCTA's ADA complementary paratransit service provider as soon as possible, but no later than two (2) hours before the scheduled pick-up times.

##### II. POLICY

Cancellations that occur because of an emergency situation beyond the customer's control will be considered "non-chargeable late cancellations," provided the customer provides an explanation with documentation or with a phone call.

Customers may incur penalties for repeated cancellations and cancellations called in less than two hours before the scheduled pick up.

The penalties for chargeable cancellations are as follows:

1. First cancellation – warning letter reminding customer of the importance of canceling early.
2. Three (3) chargeable cancellations in a 30 day period - one week suspension of service.
3. Six (6) chargeable cancellations in a 60 day period – two week suspension of service.
4. More than six (6) chargeable cancellations in a 90 day period – six month suspension of service.

##### III. APPEALS

Under the Americans with Disabilities Act, before any paratransit customer can be suspended from the service, the individual must have an opportunity to appeal. Appeals must be forwarded in writing to CCTA, PO Box 609, Burlington, VT 05402 within 14 days of receipt of a notice of suspension. CCTA will respond to all appeals in writing

with seven days of the receipt. If a customer chooses not to appeal, the suspension will become effective 30 days after the postmark of the official notification.

**Adopted by the CCTA Board of Commissioners on January 22, 2003.**

**BY:**

**\_\_\_\_\_**  
**Samuel P. Osborne, Secretary of the Board**