



## GrapeLine Dial-A-Ride (DAR) / VineLine ADA Paratransit No-Show / Late Cancellation Policy

City of Lodi Transit values our customers and appreciates you choosing us as your selected service. One of our goals is to provide you and other passengers with timely and reliable service. To help us accomplish this goal, City of Lodi has established no-show and late cancellation procedures in conformance with federal regulations.

If you demonstrate a pattern or practice of missing scheduled trips or not cancelling trips within the required time, you may be suspended from service.

- A No-Show is when a Dial-A-Ride (DAR)/VineLine (VL) passenger reserves and schedules a ride but does not meet the vehicle within 5 minutes of its arrival.
- A Late Cancellation is when a DAR/VL passenger fails to cancel a trip more than one (1) hour prior to their scheduled departure time.

If a customer has more than one ride scheduled, having a no-show does not automatically cancel the rest of the rides for the day. It is still the customer's responsibility to call and cancel the remaining rides for the day. If the rides are not cancelled, and the customer does not ride, the result would be additional no-shows.

For each No-Show or Late Cancellation, you will receive a warning notice.

**If you have received four (4) notices in a rolling six (6) month period and they represent ten percent (10%) or more of your scheduled trips, you will be sent a Suspension Letter.**

A Suspension letter is a written notification sent indicating you may be suspended from service for one (1) week and you may lose your subscription privileges during this time period (if applicable).

### Appeals Process for Suspensions

If you disagree with a suspension, you have the right to appeal the decision. Please mail a brief letter, within thirty (30) calendar days of the suspension notice, stating the reasons for the appeal to:

City of Lodi Public Works Department  
Attention: Transit Administration Appeal  
P. O. Box 3006  
Lodi, CA 95241-1910.

The City Manager has appointed an Administrative Appeals Panel. Upon receipt of your letter, this Panel will review all relevant materials associated with the appeal. The panel will be comprised of transportation and city official representatives. The appeals process will be carried out in accordance with federal regulations.

An explanation of the appeals process is listed below:

- Appeals must be filed no later than thirty (30) calendar days after the receipt of the suspended service notification.
- Appeals must be filed in writing or on an audio file; and accommodations will be made for persons unable to do so.
- An Administrative Appeals Hearing will be held to provide an opportunity for the person appealing to present information and arguments.
- A written decision will be made within fourteen (14) calendar days and will include the reasons for the suspension.
- Person appealing may ride the service pending the decision granted at the Administrative Appeals Hearing.