



EFFECTIVE JULY 1, 2021

GrapeLine Dial-A-Ride (DAR) / VineLine ADA Paratransit

City of Lodi Transit values our customers and appreciates you choosing us for your transportation needs. 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.

No-Show/Late Cancellation Policy

Riders may occasionally miss scheduled trips or be unable to cancel in a timely manner due to unforeseen circumstances. However, repeatedly missing scheduled trips or not canceling trips within the required time frame may result in a rider suspension. **No-shows / late cancellations disrupt service for other passengers and reduce efficiency.**

A no-show or late cancellation is defined as follows:

- A **no-show** occurs when a rider fails to meet the vehicle within five-minutes of the vehicles arrival. Subsequent trips remain on the schedule unless the rider specifically cancels each trip. Each ride missed counts as a no-show, including same day missed trips.
- A **late cancellation** occurs when a rider fails to cancel a trip within an hour of a scheduled pick up time. A late cancellation also occurs when the scheduled trip is cancelled after the vehicle arrives for a scheduled pick up.

TIPS TO AVOID NO-SHOWS:

- *CONFIRM TRIP IS SCHEDULED CORRECTLY & CONFIRM PICK UP TIME
- *PROVIDE SPECIFIC PICK-UP INSTRUCTIONS: SUITE NUMBER, ENTRANCE LOCATION, ETC.
- *BE READY DURING PICK-UP WINDOW (10 MINUTES BEFORE OR 20 MINUTES AFTER SCHEDULED PICK-UP TIME)
- *CALL TO CANCEL AT LEAST ONE HOUR IN ADVANCE IF YOU WILL NOT BE TAKING A TRIP OR IF YOU ARE RUNNING LATE

PASSENGER SUSPENSION

With each no-show / late cancellation, a letter will be issued to notify the rider that he/she has violated the City of Lodi’s no-show/late cancellation policy. If a rider receives four of these letters within a 6-month period, and they represent ten percent (10%) or more of their scheduled trips, the rider will receive a suspension letter. Subscription riders may lose their subscription privileges after receiving a second suspension.

A suspension letter is a written notification that ridership privileges on the GrapeLine Dial-A-Ride (DAR)/VineLine ADA Paratransit service will be suspended during the specified length of time.

The following progressive action will be taken:

First Suspension	7-day suspension
Second Suspension	14-day suspension & loss of subscription privileges, if applicable
Third Suspension	30-day suspension
Fourth and any subsequent suspensions	45-day suspension



APPEALS

Passengers have the right to appeal a suspension. To appeal a suspension, 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 final written determination will be made by the Appeals Panel within fourteen (14) calendar days to either uphold or overturn the suspension.

Person appealing may continue to ride the service pending the decision granted at the Administrative Appeals Hearing.

THANK YOU FOR RIDING WITH LODI GRAPELINE DIAL-A-RIDE/VINELINE ADA PARATRANSIT