

Dial-A-Ride Denial of Service Policy

Eligible Dial-A-Ride customers may be suspended for service for a period of time for the following reasons:

- Pattern or practice of no show or late occurrences
- Behavior on or around the vehicle that is determined to be violent, seriously disruptive or illegal

The suspension decision and length of suspension will be made on a case-by-case basis by CyRide staff upon notification and documentation by the Dial-A-Ride service provider. If the decision is made to suspend a customer, the service provider will notify the customer in writing of the decision, in an accessible format as necessary, citing reasons for the suspension, the length of the suspension period and details of the appeal process. The customer will have 10 business days to notify the Dial-A-Ride service provider of their request to appeal the decision. An appeal will be scheduled and heard by the CyCADA (CyRide Committee on ADA) for a final determination. Customers will remain on the service until the final decision is rendered.