



RTA Mobility Policies:

Warnings, Suspensions and Appeals

Late Cancellation, No Show, Non-Payment of Fare and Inappropriate and Unsafe Behavior

The purpose of the warnings and suspensions policy is to prevent riders from abusing the system. RTA Mobility must sustain a zero (0) percent trip denial rate, maintain an efficient system, and improve customer service. All RTA Mobility Riders will receive a 1st and a 2nd written warning notice before services are suspended.

Rider Responsibility: It is the Rider's responsibility to cancel all unwanted trips at least two (2) hours in advance of scheduled trip. Rider must be at the curb and ready to travel, fifteen (15) minutes before to fifteen (15) minutes after scheduled trip time, and be prepared with exact fare/ticket/fare card. If Rider is unable to make his or her scheduled trip, Rider must call RTA Mobility at 1-800-270-9553, press option 3, and then press option 2 to cancel unwanted trips. Failure to cancel at least two (2) hours before scheduled trip will result in a **late cancellation**. If Rider is not at the curb and ready to travel when RTA driver arrives or driver is unable to locate Rider, RTA Mobility dispatcher will attempt to contact Rider to alert Rider that driver is at the pick-up location. Driver is then required to wait three (3) minutes before marking Rider as a **no show** and moving on to next assignment.

Warnings and Suspension for Late Cancellations and No-Shows

Warnings and Suspensions are tracked during a six (6) month period. A combination of these two service violations will result in the following:

- Three (3) late cancellations and/or no-shows: **1st warning**
- Five (5) late cancellations and/or no-shows: **2nd warning**
- Six (6) late cancellations and/or no-shows: **suspension of trips for one (1) week**
- Nine (9) late cancellations and/or no-shows: **suspension of trips for one (1) month**
- Twelve (12) late cancellations and/or no-shows: **suspension of trips for six (6) months**

Warning and Suspension for Non-Payment of Fare

- Four (4) Non-Payment Fare invoices: **1st warning**
- Five (5) Non-Payment Fare invoices: **2nd warning**
- Six (6) Non-Payment Fare invoices: **suspension of trips**

Rider must make full payment within seven (7) days of last invoice. Partial fare payments are not accepted. Please submit full payment to RTA Mobility Department, 8510 Corridor Road, Suite 110, Savage, MD 20763. Accepted methods of payment through mail; check, money order and/or RTA Mobility tickets. Cash is only accepted when the invoice is paid in person at the address above. Please do not mail cash.

Suspension for Inappropriate and Unsafe Behavior

RTA Mobility provides a safe and professional environment to all Riders and RTA employees. Services will be suspended for inappropriate, aggressive, assaultive, abusive or life-threatening behavior toward other Riders and/or RTA Mobility employees. All incidents/complaints will be investigated on a case by case basis. Willfully providing incorrect information during the reservation process, such as the wrong Rider name, identification, address, phone number, mobility device, presence of Personal Care Attendant (PCA) or companion(s) or any other illegal conduct, could result in suspension of service. This policy is not only limited to Rider, but also those acting on behalf of Rider, such as family members, and PCAs.

Appeal Process

Rider may appeal a warning or suspension by submitting an appeal in writing to: RTA Mobility Department, Attention: Appeals, 8510 Corridor Road, Suite 110, Savage, Maryland 20763 or fax 443-285-0050. Appeals must be made within twenty (20) calendar days of the date of notice. Appeals received by RTA Mobility Department are reviewed by the Appeals Committee. A final decision is mailed to the Rider within twenty (20) calendar days of the date appeal letter is received. If a Rider appeals a suspension notice, the suspension will not take effect until after the appeal decision is made.

For assistance or to request accommodations in the appeal process, contact RTA Mobility by calling 1-800-270-9553 (Voice/Relay 711), press option 3, then press option 6; by fax 443-285-0050; in writing RTA Mobility 8510 Corridor Road, Suite 110, Savage, MD 20763; or email RTAMobilityservices@transitRTA.com. RTA Mobility will take reasonable steps to provide access to individuals who are unable to read, speak, write or understand English. Standardized procedures have been developed to ensure that interpretation (oral) and translation (written) services are available to RTA Mobility riders with Limited English Proficiency (LEP).

RTA Mobility assures full compliance with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 and all relevant statutes and regulations that prohibit discrimination on the grounds of, but not limited to, race, religion, color, national origin, sex, age and disability.