

**HAZLETON PUBLIC TRANSIT (HPT)  
PARATRANSIT SERVICE  
HAZLETON PUBLIC TRANSIT “NO SHOW” POLICY**

In order to help ensure effective service for all passengers using para-transit van transportation, cancelling trips should be a rare occurrence and only when absolutely necessary. Daily schedules are created to meet the needs of all passengers, and cancellations can be disruptive to the service. As such, if you are not present or ready when the driver arrives at your pick-up time, or if you did not follow the proper procedures to cancel a trip, you will be considered a No Show. The following steps are intended to help ensure effective operation of the service.

**No-show policy penalties:**

HPT can impose sanctions for a pattern or practice of missed trips by a customer. A pattern or practice involves intentional, repeated, or regular actions, not an isolated, accidental or singular incident.

**FIRST OCCURRENCE:**

After one (1) no-show, HPT will issue a documented written warning to the rider with a copy of the no-show policy.

**SECOND OCCURRENCE:**

After two (2) no-shows within a 30-day period, HPT will again issue a documented written warning to the rider.

**THIRD OCCURRENCE:**

After three (3) no-shows within a 30-day period, AND if more than 20% of all trips scheduled during that period were no-shows that were not beyond the riders control , a one-week (7 days) suspension of service may occur.

**NOTE: 1.** A cancellation received at least two (2) hours prior to the scheduled pick up time will not be considered a “no show”.

**Appealing Suspension**

If a client is in disagreement with a suspension, a written or verbal request for appeal must be submitted within 15 days of date of suspension letter to:

Upon receipt of letter to request appeal, HPT will respond to customer's appeal within 10 business days. All appeals will be reviewed by the review committee. The client will continue to receive service while the suspension is under appeal, with the exception of issues of safety. The review committee will make a determination within twenty-one (21) days of the completion of the appeal hearing, or the submission of written materials

Hazleton Public Transit  
126 W. Mine Street  
Hazleton, PA 18201  
Attn: Appeals Process.