



Oneida Vilas Transit Commission

Effective date: June 23, 2022

Procedural Memorandum

Debarment or Suspension of Service to Specific Customers, and Appeal

INTRODUCTION: Oneida Vilas Transit Commission operates a bus service for the benefit of the citizens and businesses of Oneida and Vilas counties. These services are paid for with funds from the FTA, the Wisconsin DOT, the ADRC of Oneida County, and the ADRC of Vilas County. Users of the program also pay a user fee (hereafter referred to as fare). During hours when the program is open for business, all requests for service within the service areas should be honored without discrimination. This procedural memorandum establishes the reasons why individuals might be suspended from the service, and also the appeals process available to them.

- I. **ALWAYS INELIGIBLE:** Minors under the age of 5 may not travel without the accompaniment of a responsible companion. Persons judged to be incompetent may not travel without the express consent of a person who has the authority to make decisions for the incompetent.

- II. **PROHIBITED BEHAVIORS:** No one using the service may engage in the following:
 - a. Illegal activities; acts of violence; acts which are seriously disruptive to safe driving or to the well-being of any occupant of the vehicle (including the driver).
 - b. Non-payment of the fare.
 - c. Excessive "no-shows". Customers are encouraged to call at least 30-minutes in advance if they need to cancel a service request. A customer's "no-show" history may be considered excessive if the customer exceeds 2 no-shows in a 30-day period.
 - d. When requesting service, no person may indicate the intent to act in any of the above-mentioned prohibited behaviors.

- III. **SUSPENSION OF SERVICE DUE TO PROHIBITED BEHAVIORS:**
 - a. Any illegal, violent, or disruptive behavior as described in section II (above) shall result in an immediate 7-day suspension from service. After the suspension has begun the transit manager should review the circumstances. Upon review, the suspension can be either (a) lifted immediately; (b) be made to continue indefinitely, or (c) left as a 7-day suspension.

- b. In the event that a customer has failed to pay the appropriate fare, the resulting suspension should continue until the required payment is made.
- c. Excessive “no-shows” as described in section v (above) can result in suspension from service.
 - i. 1st or 2nd no-show in 30 days not excessive, no action warranted
 - ii. 3rd no-show in 30 days letter of warning
 - iii. 4th no-show in 30 days 3-day suspension of service
 - iv. 5th no-show in 30 days 7-day suspension of service
 - v. 6th no-show in 30 days 30-day suspension of service
 - vi. All subsequent violations will merit a 30-day suspension of service regardless of the original date of the no-show violation.

APPEALS: Appeals to any suspension may be made in writing (either on paper or by email) and sent to Oneida Vilas Transit Commission at PO Box 853 Rhinelander, WI 54501. The title of the appeal should include the words: “Appeal of Service Suspension”. The Transit Manager (or designee) will process any appeal received no more than 30 days after notice of the suspension was received. The Transit Manager (or designee) may take up to 90 days to consider the appeal. If the Transit Manager (or designee) needs more information from the appellant, such need will be communicated in a letter to the appellant. The appellant has 10 business days from the date of the letter to send the requested information to the Transit Manager (or designee). If the Transit Manager does not receive the requested information within 10 business days, Oneida Vilas Transit Commission can administratively close the appeal. An appeal can also be administratively closed if the appellant no longer wishes to pursue the appeal. After the Transit Manager (or designee) has considered the appeal, she/he will issue one of two (2) letters to the appellant: a closure letter or a letter altering the dates of the suspension.

ADDITIONAL APPEALS: If a person wishes to dispute the decision of the Transit Manager (or designee), he/she has 14 days after the date of the letter to do so. An appeal of the appeal decision should be addressed to Oneida Vilas Transit Commission Attn: Chair at PO Box 853 Rhinelander, WI 54501, and will be forwarded by the Transit Manager to the attention of the commission which has authority over the bus service and may be dealt with in any manner that the commission sees fit.