



Paratransit & LHC DIRECT Suspension Guide

Purpose

This guide explains the conditions under which Lake Havasu City Transit customers may face suspension of service and the process for notice, appeal, and reinstatement. It ensures fairness while maintaining safe, reliable, and efficient service for all customers of Lake Havasu City Transit services.

Grounds for Suspension

Customers of Lake Havasu City Transit services may be suspended for the following reasons:

- A. Code of Conduct
Please go to the Rider Tools page on website and refer to the Rider Code of Conduct or request you can request a copy from our office
- B. No-Show / Late Cancellation Policy
Excessive no-shows (failure to board without timely cancellation).
Excessive late cancellations (cancelling within the agency's defined window, usually <2 hours).
Pattern of behavior that disrupts service availability.
(Example: 3+ no-shows in 30 days or >10% of scheduled trips, whichever is greater — adjust to local policy).
- C. Disruptive or Abusive Behavior
Physical abuse, threats, or violence toward staff, drivers, or other riders.
Verbal abuse, intimidation, or harassment.
Conduct creating unsafe or unsanitary conditions.
- D. Fraudulent Use
Not paying correct fare for number of customers
Providing false information to obtain or use service.
Misrepresentation of trip purpose

Progressive Action

Suspensions are issued progressively, except in cases of serious threat or danger where immediate suspension may apply.

Verbal with Warning Letter – Notice of policy violation.



1st Suspension – 7 days.
2nd Suspension – 14 days.
3rd Suspension – 30 days.
Further Violations – Up to 90 days.

Serious incidents (violence, threats, fraud):
Immediate suspension of up to 90 days, pending investigation.

Appeals Process

Customers must be given the opportunity to appeal before suspension is enforced.
Rider has 10 business days from notice to request an appeal.
Appeals may be submitted in writing
A designated transit compliance officer reviews appeals.
Rider may present evidence, witnesses, or representation.
Decision issued in writing within 30 days.
The customer's service continues during appeal review (except in severe safety cases).

Reinstatement of Service

Suspensions automatically end on the stated end date.
Customers may be required to acknowledge policies before reinstatement

Additional Considerations

Customers with disabilities cannot be denied service based solely on behavior related to their disability unless it poses a direct threat.

FTA-ADA 49 CFR Parts 27, 37, 38, and 39