



Souhegan Valley Transportation Collaborative Souhegan Valley Rides Passenger Appeals Policy

Eligibility to use the Souhegan Valley Rides bus service is a privilege of residence in a participating community. The Souhegan Valley Transportation Collaborative (SVTC) oversees the Souhegan Valley Rides bus service and subcontracts the buses, drivers, and call center operations from the Nashua Transit System (NTS). SVTC adheres to the ridership rules and passenger policies established by NTS.

NTS takes great care to assure the fair and just application of its No Show and Cancellation policy, and to provide early intervention through its mobility management services to improve passenger compliance with this policy. From time to time, there may be instances where a passenger demonstrates a habitual pattern of inability or unwillingness to follow this policy. These situations disrupt the effectiveness and efficiency of the transit service and lead to the inappropriate expense of scarce funding for community transportation. Based on these considerations, SVTC implements the following ridership policy.

- All Souhegan Valley passengers are expected to follow the ridership rules and policies established by NTS and by SVTC.
- If a Souhegan Valley passenger demonstrates a habitual pattern of no shows and late cancellations or other disruptive behavior as defined in the NTS policies, then the passenger may be subject to a six (6) month revocation of their ridership privileges. Based on the facts, this determination will be made by the Director of NTS as is consistent with written NTS policy.
- After reinstatement from the six (6) month loss of rider privileges, if the passenger continues to demonstrate a habitual pattern of no shows and late cancellations or other disruptive behavior, then that passenger may be subject to full revocation of their ridership privileges as determined by the Director of NTS in consultation with the SVTC Board of Directors.

If a Souhegan Valley passenger feels that a revocation of privileges decision has been made in error, the passenger has the right to appeal this decision and may request an appeal to the SVTC Appeal Board. The SVTC Appeal Board will consist of three members of the Board of Directors and/or Advisory Board. NTS will provide the SVTC Appeal Board with all of the information used to make the decision being appealed either in written or electronic format.

To file this appeal a passenger must notify SVTC in writing within 60 days of the date on the decision letter. After the appeal is received, a hearing will be scheduled to evaluate the case. The hearing process should not take more than 30 days and will allow the passenger to present information and arguments on their behalf. The passenger may have others present who are knowledgeable about the individual's situation or the facts of the decision and who can speak on their behalf. The passenger will be responsible for any costs incurred by their spokespersons. After the hearing, the passenger will be advised in writing of the decision of the Appeal Board. The decision of the SVTC Appeal Board is final.

SVTC and NTS are not required to provide the passenger with transportation service while their appeal is under consideration. If the SVTC Appeal Board has not made its decision within 30 days of receiving an appeal, the passenger will be entitled to use the Souhegan Valley Rides bus service from that time until a final decision is made.

June 2011