



410.108.P On Demand Suspension Policy

Purpose

The reliability and performance of the Lawrence Transit system is paramount. Many riders rely on the On Demand service to get to work, doctors’ appointments, and many other important activities in their lives. Therefore, the purpose of this policy is to establish guidelines and procedures for the temporary suspension of riders on public transit in repetitive circumstances of no-shows that disrupt service for other riders.

Governance

The decision to suspend a rider from public transit services shall be made by the Director of Transit or designated Lawrence Transit staff tasked with monitoring no-shows. Decisions will be made in accordance with Lawrence Transit’s policies and procedures.

Scope

This policy applies to City of Lawrence On Demand system. Drivers will wait 3.5 minutes before departing, if the patron does not show in that window, they will be deemed a “No Show.” Patrons who receive a total of 3 no shows in any consecutive 30-day period will receive a notice of service suspension. Repeated violations of this Policy will cause the length of the suspension to increase by 10 days for each additional violation (not counting any waived/rescinded suspensions).

First Suspension	10 Days
Second Suspension	20 Days
Third Suspension	30 Days
Fourth Suspension	40 Days

The appeals process from 410.107.P Transit User Code of Conduct Policy applies to this suspension policy.

Approval and Version Control

3/21/2025

[Interim Director of Transit]

Date

NAME	DATE	Changes to the previous version
Felice Lavergne, Interim Director of Transit	3/21/2025	Policy created and approved.