



ROANOKE COUNTY

PLANNING

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PLANNING
TRANSPORTATION
ZONING

CORTRAN

County of Roanoke Transportation Failed Payment Policy

The County of Roanoke contracts with an outside vendor to provide this service. Currently, the vendor is Virginia Regional Transit (VRT). VRT will record each failed payment. Customers whose failed payments are excessive, as defined by this Policy, may be suspended for a reasonable period of time or lose privileges to use the CORTRAN program.

Payment will be processed at the end of the trip by form of payment used to book the trip. If the payment is unable to be collected due to lack of funds, or for any other issues, the rider will be notified by the County. The rider will need to then provide an alternate form of payment before any other rides can be booked or taken.

DEFINITIONS

- A **failed payment** occurs when payment is not available to be deducted from the method used to schedule the trip. Examples of payment methods are credit card, debit card, or pre-paid debit card. This policy also applies to returned checks for non-sufficient funds or closed accounts used to add funds to the riders CORTRAN account. Once VRT is made aware of the failed payment, contact will be made with the rider to pay the fare. The rider's CORTRAN account will be suspended until payment is made.
- **Excessive failed payments** will be defined as three failed payments in a 30-day window and will result in suspension of your account. Continued failed payments may result in termination of the service.

SUSPENSIONS AND NOTICE OF SUSPENSION

Customers incurring excessive failed payments as defined above are subject to suspension for a reasonable period of time. Repeated violations of this policy will cause the length of suspensions to be increased with the understanding that repeated abuse of the system will result in termination of service. The following suspension periods shall apply to violations of this policy that occur within the same rolling 12-month period.

- 1st occurrence 1-month suspension
- 2nd occurrence 2 months suspension
- 3rd occurrence May result in loss of CORTRAN transportation services for one year.

The County of Roanoke will send a notice of suspension to customers in violation of this policy. The suspension will result in CORTRAN eligibility becoming inactive for the period of time noted above. The notice will identify each documented failed payment resulting in the suspension. After

the suspension period, the customer may reapply for use of the service and must meet all eligibility requirements.

RIGHT TO APPEAL

Customers who have been notified of suspension from the CORTRAN service have the right to appeal in writing. Appeals will be reviewed by the Assistant Director of Planning.

- **WRITTEN APPEALS**

- Customers must submit a letter documenting why they believe that the violations should be excused, along with supporting documentation.
- Once notified of the request for appeal, the Assistant Director of Planning shall have 10 business days to make initial contact, schedule a review and decide on the request for appeal.

APPEAL DECISION

The County will advise the customer in writing of the decision regarding the appeal. If the decision upholds the suspension, the notice of decision will provide the customer with beginning and ending dates of the suspension period. The decision of the Assistant Director of Planning is final. A letter responding to the request for appeal, with a decision, shall be postmarked no later than the 10th business day from the initial request for appeal.

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