

**PARATRANSIT ACCESS LINE  
NO SHOW/LATE CANCELLATION SUSPENSION APPEALS PROCESS**

PAL may suspend service to customers who establish a pattern or practice of no-shows and/or late cancellations as defined by PAL policy. Trips missed for reasons beyond the customer's control will not be counted.

Customers have the right to appeal a proposed suspension of PAL service.

**Requesting an Appeal**

A customer may request an appeal, verbally or in writing, within 15 calendar days of receipt of the proposed suspension notice and before the suspension effective date. Appeals may be submitted to PAL Customer Service using the contact information below.

The customer will have the opportunity to:

- Present information and arguments in support of the appeal
- Submit documentation or explanation regarding disputed no-shows or late cancellations
- Be heard through an administrative review process

**Suspension Pending Appeal**

If an appeal is requested within the required timeframe, the proposed suspension will not take effect until the appeal is decided. Service will continue pending the outcome of the appeal.

**Appeal Review and Decision**

Appeals will be reviewed by a designated PAL representative not involved in the original suspension determination. The PAL representative will review the information submitted and relevant trip records. A written decision stating the determination and the reason for the decision will be issued in an accessible format.

**Notification**

Appeal decisions will be provided by email or U.S. mail and may also be communicated by phone.

**Submit Appeals to**

Email: [PAL@nfta.com](mailto:PAL@nfta.com)

Phone: (716) 855-7268, Relay: 711

Mail: NFTA- PAL Customer Service Office, 181 Ellicott Street, Buffalo, New York 14203