

# ADA Comparable Paratransit Service No Show/Late Cancellation Policy

## Purpose

To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. RIPTA's ADA Paratransit Passenger No Show policy is part of an effort to bring our customers more efficient paratransit service, and to be current with Federal Transit Administration findings and best practices.

Sporadic customer no shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, a pattern and practice of "No Shows", late cancellations and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service. No Shows and late cancellations result in wasted trips that could have been scheduled for use by other paratransit customers.

No Shows are recorded each time a paratransit customer makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip. Excessive No Shows may result in suspensions of service as provided below.

## Definitions

**No Show** - a No Show is when all of the following criteria are met:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip 2 hours or more before the pick-up window.  
**AND**
- The vehicle arrives at the scheduled pick-up location within the 20-minute pick-up window.  
**AND**
- The driver cannot reasonably see the customer approaching the vehicle within 5 minutes.  
**AND**
- The dispatch office is notified. At this time, dispatch will verify that the operator is at the correct location.

Late cancellations and cancellations at the door, as defined below, will also be treated as No Shows.

**Advance Cancellation** - when the customer (or the customer's representative) calls and cancels a specific scheduled trip at least 2 hours prior to the pick-up window. Early morning trips scheduled for pick-up before 8:00 AM are to leave a cancellation message with the answering service or use the automated system to cancel the trip before 6:00 AM.

**Late Cancellation** - the customer (or the customer's representative) does not call to cancel a specific scheduled trip at least 2 hours prior to the pick-up window (other than early morning trips as identified above). Late cancellations will be treated as No Shows.

**Cancellation at Door** - when the vehicle arrives at the location designated for a specific scheduled trip within the 20-minute pick-up window and the customer (or the customer's representative) notifies the driver at that time that they no longer need the scheduled trip. These are considered No Shows.

**Notes on Cancellation:**

- The driver is not responsible for cancelling any other trips booked for that day.
- The customer (or the customer's representative) must call Ride to cancel other trips.
- RIPTA schedules pick-up and return trips separately, and assumes that all scheduled return trips are needed unless notice is given by the customer or their representative. If a pick-up trip is a No Show, RIPTA will not automatically cancel the return trip. A No Show on the return trip will count as a second No Show for the day.

**No Shows Beyond Passenger's Control**

Trips cancelled for reasons that are beyond the customer's control will not be considered No Shows. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call the Ride Program to cancel in time or to take the trip as scheduled.

Although No Shows will not be issued for reasons beyond the customer's control, the customer should always make every effort to cancel scheduled trips in a timely manner. It is the customer's responsibility to provide the reasoning for not canceling a trip. Contact should be made with the Ride Program as soon as reasonably possible so that No Shows occurring beyond a customer's control can be excused. Lack of any contact will result in a No Show record remaining intact and may lead to warnings/service suspensions detailed below.

**No Show Notifications**

Customers will be notified of No Shows in writing, and will receive a warning after five No Shows. Customers will receive a No Show notice postcard in the mail. Customers may also be contacted by email, phone or interactive voice response (IVR). Communications will list the total number of No Shows and the percent of No Shows in reference to the total number of trips booked in the period. Specific dates, times and locations of each No Show in the period will be provided in writing upon customer request.

## Pattern and Practice of No Shows

Customers may be suspended from paratransit service when they show a “pattern and practice” of No Shows, which occurs when:

- a. A customer has five or more No Shows in a rolling 30-day period; **AND**
- b. The number of No Shows represents more than 15% of the trips booked by the customer in a rolling 30-day period.

The following are examples of what would and would not constitute a pattern and practice of No Shows:

Example 1: A customer books 20 trips in a 30-day period and misses five trips. This customer has a pattern and practice of No Shows because (a) the customer had five No Shows, and (b) those No Shows represent 25% of the total trips booked;

Example 2: A customer books 10 trips in a 30-day period and misses four trips. This customer will not have a pattern and practice of No Shows because the customer did not have five or more No Shows in the 30-day period. (Note that because there were not at least five No Shows, the fact that the customer missed 40% is irrelevant for purposes of determining whether there has been a pattern and practice of No Shows.)

A customer who shows a pattern and practice of No Shows may be subject to a suspension of service, as shown in the table below.

Consequences for Pattern and Practice of No Shows		
1st Violation	Letter of warning and/or phone contact	<u>Alternate fine</u>
2nd Violation	2 Day Suspension	ADA average trip cost multiplied by number of days suspended. Loss of subscription service at 4 <sup>th</sup> violation.
3rd Violation	5 Day Suspension	
4th Violation	10 Day Suspension and Loss of Subscription Service	
5 <sup>th</sup> + Violation	30 Day Suspension and Loss of Subscription Service	
Violation history covers a 12-month floating period.		

If a customer has a pattern and practice of No Shows as provided above, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.

Loss of subscription service takes effect with four violations in a floating 12-month period, and will not be removed until the customer has three consecutive months without any No Shows or late cancellations. An alternate fine may be paid in lieu of a suspension, which will equal the

average ADA trip cost multiplied by the number of days to be suspended.

## **Appeal Process**

A customer (or a customer's representative) may file a verbal or written appeal for an individual No Show issued by contacting the Ride Program. The customer should provide Ride with any information on which the customer wishes to rely to support his/her appeal.

Designated Ride staff will review the information provided by the customer (or the customer's representative) and make a decision to either uphold the individual no show or to excuse it. This decision will be made within ten business days.

If No Shows have accumulated to a point where a suspension will be imposed, the customer (or the customer's representative) may file a verbal or written appeal for a review of all No Shows by contacting Ride. Service will continue while the outcome of the appeal is decided.

If in any case, the customer is not satisfied with the review by the Ride Program, they may request a formal review by RIPTA's Executive Director of the Ride Program. A hearing will be scheduled on the matter during which the customer will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten business days.