



## ADA No-Show Policy

### General Policy Statement on No-Shows

The Cape Cod Regional Transit Authority understands that because ADA complementary paratransit service requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. CCRTA also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely way, can lead to suspension of service. The following information explains CCRTA's no-show policy.

### Definitions

#### "No-Show"

If a customer books a trip and fails to board the vehicle within five minutes of the arrival of the vehicle, as long as the driver arrives within the pick-up window, the customer will be charged with a No-Show.

#### Pickup Window

The pickup window is defined as "from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time". Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of five (5) minutes within the pickup window for the rider to appear.

#### Late Cancellation

A late cancellation is defined as either: a cancellation made less than two hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window. When a trip is cancelled within two hours of the scheduled window, it deprives other passengers of same day opportunities, taking away the ability to serve a greater number of passengers.

### Examples of No-Shows

A No-Show occurs when:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip time.



**AND**

- The vehicle arrives at the scheduled location within the thirty minute window

**AND**

- The operator cannot reasonably see the customer approaching the vehicle after waiting five minutes.

A No-Show may also be charged when:

- The driver arrives and you cancel your ride.
- You arrive to take the ride as the driver is leaving.

If the passenger No-Shows at their home, the passenger should expect to find a door hanger that indicates that the driver was there to provide a trip for them. A tally of each week's No-Shows recorded by CCRTA will generate a post card that is mailed to the passenger's home. If the passenger feels that a No-Show should be excused, they should contact CCRTA at the regular phone number as soon as possible.

**No-Shows Due to Operator Error**

CCRTA does not count as no-shows or late cancellations any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins
- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required five minutes

**No-Shows Due to Circumstances Beyond a Rider's Control**

CCRTA does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Mobility aid failed.
- Late connecting transportation: late transfer trip, train, etc. Caused the customer to miss the trip.
- Appointment cancelled/delayed for reasons that are not the customer's fault.
- Acts of god: flood, earthquake, etc.

Riders should contact the CCRTA Call Center at (508) 385-1430 when experiencing no-shows or late cancellations due to circumstances beyond their control.

### **No-Shows/Late Cancellations that are not excused**

No-Shows or Late Cancellations are **not excused** when the trip is missed for one of the following reasons:

- Customer didn't want to travel today.
- Customer changed their mind about using appointment.
- Customer didn't know that he/she had a ride scheduled or was supposed to call to cancel.
- Customer got another ride.
- Customer told someone else he/she was not planning to travel (driver, facility, etc.) or someone else booked the ride for him/her.
- Customer does not want to ride with specific driver or passenger, or on a specific vehicle.

### **Late Cancellation**

A Late Cancellation occurs when a passenger cancels a trip less than two hours before the scheduled trip for reasons that are not beyond the passenger's control. However, repeated failures (five trips per month) to take scheduled trips, regardless of the reason, are subject for review. **When a trip is cancelled within two hours of the scheduled window**, it deprives other passengers of same day opportunities, taking away the ability to serve a greater number of passengers.

Trips can be canceled twenty four hours a day by calling the regular CCRTA phone number.

### **Policy for Handling Subsequent Trips Following No-Shows**

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

### **Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations**

CCRTA reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no-show or late cancellation consistent with the above definitions counts as one penalty point. Riders will be subject to suspension after they meet all of the following conditions:

1. Accumulate five penalty points in one calendar month
2. Have booked at least twelve trips that month
3. Have "no-showed" or "late cancelled" at least five percent of those trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. CCRTA will notify riders by telephone after they have accumulated four penalty points and would be subject to suspension should they accumulate one additional penalty point that month consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions. The first violation in a calendar year triggers a warning letter but no suspension.

### **Sanction for Excessive No-Shows and/or Late Cancellations**

CCRTA wants our customers to take the trips they request. However, repeated failures to take scheduled trips as outlined above will result in suspension of services according to the following schedule:

- First Violation – Warning letter and you will be notified in writing of a requirement to confirm your next four one-way trips (or two round trips)
- Second violation: Seven (7) day suspension
- Third violation: Fourteen (14) day suspension
- Fourth violation: Twenty One (21) day suspension
- Fifth and subsequent violations: Twenty Eight (28) day suspension

### **Policy for Disputing Specific No-Shows or Late Cancellations**

Riders wishing to dispute specific no-shows or late cancellations must do so within five business days of receiving suspension letters. Riders should contact the CCRTA Office at (508) 775-8504, Monday through Friday from 8:30 a.m. to 4:30 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

### **Right of Appeal:**

Anyone affected by the No-Show Policy and/ or disagreeing with the eligibility determination that you received, is entitled to request an appeal. Any request for an appeal must be made in writing and must be mailed within sixty (60) days of the date of the suspension or eligibility determination letter. All appeals must be submitted in writing to CCRTA Mobility Manager, P.O. Box 1988, Hyannis, MA 02601. If you disagree with the decision made by the Mobility Manager, you may appeal that decision in writing to the Administrator of CCRTA. Your written request for appeal must be received by the Administrator within ten calendar days after the date of the written decision of the Mobility Manager.

Persons submitting written appeals to the Mobility Manager and the Administrator shall be provided written notification of the decision and the reasons for the decision. CCRTA will provide ADA service to the individual pending the determination on appeal.