

SUBJECT: Late Cancelation / No Show Policy
DEPARTMENT: ROCKFORD PARATRANSIT
DISTRIBUTED TO: PARATRANSIT DEPARTMENT and CONSUMERS
DATE ISSUED: May 25, 2016 DATE RECEIVED: May 25, 2016
SUPERSEDES: Policy dated 08/21/2013 POLICY NUMBER: None

POLICY and PROCEDURE:

Rockford Mass Transit understands that because Rockford Paratransit requires trips to be scheduled in advance riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. Rockford Mass Transit 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 Rockford Paratransit's no-show policy.

Definitions: No-Show, Pick-up Window, and Late Cancelation

No-Show

A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least (5) minutes. Rockford Paratransit's procedure is for the driver to go the door when feasible and the current dispatcher will call the rider to let them know the driver is outside.

Pickup-Window

The pickup window is defined differently for drop offs (getting to your destination) than return pickups (returning home from your destination). For drop offs there is an arrival window of 1 hour and 15 minutes prior to your scheduled arrival time at your destination (IE: if arriving at destination at 10AM, then your driver pickup window is any time after 8:45 AM). For return pickups this is a much smaller window, as the driver arrives anywhere from 15minutes before scheduled pickup, to 15 minutes after scheduled pickup (IE: If scheduled for 10am pickup, then the driver may arrive from 9:45AM – 10:15 AM). Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of (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 (1 hour) 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. The rider must call Rockford Paratransit at (815) 961-2255 at least one hour before scheduled pick up time.

Pattern or Practice of Late Cancellations / No Shows

The DOT ADA regulation addresses important principles about how the ADA allows transit agencies to impose service suspensions based on passenger no-shows. The DOT ADA regulation Appendix D, which provides interpretive guidance on the regulation, states:

“It is very important to note that sanctions could be imposed only for a “pattern or practice” of missed trips. A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents. Moreover, only actions with the control of the individual count as part of a pattern or practice. Missed trips due to operator error are not attributable to the individual passenger for this purpose. If the vehicle arrives substantially after the scheduled pickup time, and the passenger has given up on the vehicle and taken a taxi or gone down the street to talk to a neighbor, that is not a missed trip attributable to the passenger. If the vehicle does not arrive at all, or is sent to the wrong address, or to the wrong entrance to a building, that is not a missed trip attributable to the passenger. There may be other circumstances beyond the individual’s control (e.g., a sudden turn for the worse in someone with a variable condition, sudden family emergency) that make it impracticable for the individual to travel at the scheduled time and for the individual to notify the entity in time to cancel the trip before the vehicle comes. Such circumstances also would not form part of sanction-able pattern or practice.

Suspension Policies for a Pattern or Practice of Excessive No-Shows and Late Cancellations

Rockford Paratransit reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a riders account.

Each verified no-show or late cancellation consistent with the above definitions counts as (1) penalty point. Riders will be subject to suspension after they meet all of the following conditions:

- Accumulate (5) penalty points in one calendar month
- Have booked as least (25) trips that month
- Have “no-showed” or “late cancelled” at least 15% 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. Rockford Paratransit will notify riders by telephone after they have accumulated (3) penalty points and would be subject to suspension should they accumulate (2) additional penalty points 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.

Suspensions begin on the following Monday. The first violation in a calendar year triggers a warning phone call and letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 3 day suspension
- Third violation: 5 day suspension
- Fourth violation: 15 day suspension
- Fifth and subsequent violations: 30 day suspension

Definition(cont.):

No-Shows Due to Operator Error or to Circumstances beyond a Rider's Control

Rockford Paratransit 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 (5) minutes

Rockford Paratransit does not count as no-shows (or late cancellations) that are 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
- Appointment that runs unexpectedly late without sufficient notice

Rockford Paratransit will call each consumer within 48 hours of receiving a no show or late cancellation. Riders should contact the Rockford Paratransit office at (815) 961-2255 when experiencing no--shows or late cancellations due to circumstances beyond their control.

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, by calling (815) 961-2255.

Policy for Disputing Specific No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations must do so within 10 business days of receiving suspension letters. Riders should contact Rockford Paratransit office at (815) 961-2255 Monday through Friday 8:00 AM to 5:00 PM to explain the circumstance, and request removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter to Rockford Paratransit at 520 Mulberry St. Rockford IL 61101. Riders must submit written appeal requests within (7) days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from Rockford Paratransit on the date listed on the suspension notice.

All suspension appeals follow Rockford Paratransit appeals policy with Ramp.