

**REDDING AREA BUS AUTHORITY
BOARD POLICY**

SUBJECT	RESOLUTION NUMBER	POLICY NUMBER	EFFECTIVE DATE
Demand Response Late Cancellation	RABA-131	120	5/18/1998
PARATRANSIT NO-SHOW POLICY AMENDED <i>(Replaced in its entirety)</i>	RABA 2015-01	120	03/16/2015

BACKGROUND

The Redding Area Bus Authority (RABA) strives to provide origin-to-destination complementary paratransit service to passengers while complying with the American with Disabilities Act (ADA) regulations. The ADA allows public transit systems to establish and enforce a No-Show policy to encourage responsible trip scheduling and system use. This No-Show policy is developed in accordance with the Federal Transit Administration (FTA) guidelines for ADA complementary paratransit service.

PURPOSE

To bring RABA riders more efficient paratransit service while maintaining compliance with FTA guidelines, findings and best practices, RABA has adopted an ADA paratransit passenger No-Show policy.

POLICY

It is the policy of RABA to record each customer's No-Shows and apply appropriate sanctions when a pattern or practice of excessive No-Shows is established.

A pattern or practice of No-Shows involves intentional, repeated, or regular No-Shows. At the end of each month, those passengers with 3 (three) or more No-Shows and in excess of the Average No-Show Rate (ANSR) will be reviewed to identify the passenger's trip and No-Show history, as well as their frequency of travel. Each No-Show will be verified as being correct before sanctions or suspensions are proposed.

The formula for determining the ANSR is: Total Trips per Month ÷ No-Shows = ANSR

When RABA suspects a pattern or practice of abuse, the passenger's ridership information will be analyzed and will also be compared to the overall ANSR for all riders. The actual number of No-Shows is considered in addition to frequency. An above-average frequency of No-Shows as compared to scheduled rides can result in a suspension of service, but an on-going pattern or practice of No-Shows that falls below the ANSR may also be penalized. For example, a passenger with more than 60 one-way trips per month who regularly No-Shows every Friday afternoon may not exceed 8 No-Shows in a month, but has an obvious pattern and may be penalized. Passengers will be notified of every No-Show by mail at the address on file.

PENALTIES

The basic penalty for No-Shows and late cancellations is a letter of warning and phone call to review the policy, and suspension of service for subsequent No-Shows. Penalties increase each calendar month that the passenger exceeds the No-Show threshold. Penalties begin after a pattern or practice of abuse has been established and each No-Show has been verified.

- First Month – Passenger will receive a letter and a phone call to review the policy and exceptions.
- Second Month – 7-Day Suspension
- Third Month and Thereafter – Increasing penalties by one (1) week up to a one (1) month suspension.
- Penalties reset after one (1) year.

APPEALS

RABA has established an appeals process to provide individuals an opportunity to have their issues reviewed.

Passengers may appeal a suspension by notifying RABA Administration per instructions sent with the Letter of Violation. The Executive Director or his designee will review the information provided and make a decision to either uphold the individual No-Show or to excuse it within ten (10) business days. Demand Response service shall be provided to the passenger during the time that the appeal is being determined and until the appeal is resolved. If there is a hearing, service will be provided to the customer.

DEFINITIONS

No-Show:

A No-Show is a trip that has not been cancelled at least three hours prior to the scheduled pick up time.

A No-Show is recorded for each of the following reasons:

- There has been no call by the passenger (or passenger's representative) to cancel the scheduled trip three or more hours prior to the pick-up window; AND
- The vehicle arrives at the scheduled location within the 30 minute window; AND
- The driver cannot reasonably see the customer approaching the vehicle after waiting five minutes; AND
- The Dispatch office is notified, at which time Dispatch will verify that the operator is at the correct location
- A no-show may also be charged when the driver arrives at the scheduled location and time, and the passenger cancels his/her ride, AND/OR
- The passenger arrives to take the ride as the driver is leaving.

No-Shows are NOT excused for any of the following reasons:

- Passenger didn't want to travel that day
- Passenger changed his/her mind about using the scheduled appointment
- Passenger didn't know that he/she had a ride scheduled or was supposed to call to cancel

- Passenger got another ride to his/her appointment
- Passenger told someone else he/she was not planning to travel
- Someone else booked the ride for the passenger

RABA schedules pick-up and return trips separately. In accordance with FTA regulations, RABA assumes all scheduled return trips are needed unless notice is given by the passenger or his/her representative. IF A PASSENGER IS A NO-SHOW THE FIRST TRIP OF THE DAY, RABA WILL NOT AUTOMATICALLY CANCEL SUBSEQUENT TRIPS ON THAT SAME DAY. This is consistent with FTA regulations. If a passenger does not need the subsequent trip(s), he/she should call to cancel as soon as possible.

No-Shows for reasons that are beyond the passenger's control, including but not limited to driver error, will NOT be counted including:

- Illness
- Sudden turn for the worse in someone with a variable condition
- Accidents
- Family emergency
- Personal Care Attendant did not arrive on time to assist rider
- Passenger's appointment ran long and did not provide opportunity to cancel in a timely manner
- Passenger's mobility aid failed
- Acts of God
- Staff Error
- Another person did not cancel passenger's appointment within the three hour requirement
- Bus arrival past the scheduled pick up window

Cancellation:

A cancellation is a trip that is cancelled at least three hours prior to the scheduled pickup time. A No-Show will NOT be charged when a cancellation occurs, unless the cancellation is made less than three hours prior to the scheduled trip, in which case that trip is considered a No-Show.