

NO-SHOWS AND LATE CANCELLATIONS

RTC has made a commitment to provide high quality, specialized public transportation for people with disabilities. To serve as many people as possible, it is important that the rides reserved are the rides taken. A ride not used can result from either a no-show or a late cancellation.

Under ADA paratransit service regulations, it is the passenger's responsibility to cancel all trips that will not be used. RTC ACCESS ride cancellations must be made at least 1 hour before the pick-up time.

Rides not canceled or canceled later than 1 hour before the scheduled time are considered no-shows/late cancellations and can result in service suspensions. By canceling at least 1 hour before your pick-up time, the RTC ACCESS vehicle can be rescheduled to pick up another passenger. If you need to cancel more than 1 trip, be sure to say which trips to cancel and which to keep.

You will not be responsible for no-shows/late cancellations beyond your control (for example a medical appointment not completed on time), if RTC ACCESS is early or late, or if there is an RTC ACCESS error.

Violations and Suspensions:

Passengers who "establish a pattern or practice" of no-shows/late cancellations may face suspension of service - 49 CFR §37.125(h). The following constitute no-shows/late cancellations:

- When a vehicle arrives for a passenger inside the trip window and the passenger does not board the vehicle within five minutes.
- When a passenger refuses a scheduled trip at the door (also known as a "Cancel at the Door").
- Late cancellations that occur 1 hour or less from the beginning of the 20-minute window trip time (also known as a late cancellation).
- When a "Do Not Leave Alone" passenger's caretaker is not present to receive them at the time of drop off.

A no-show/late cancellation "Violation" will be deemed to have occurred when a passenger reaches three no-shows/late cancellations in one calendar month, and the number of no-shows/late cancellations total 10% or more of their trips in that calendar month. RTC will track no-shows/late

cancellations each month to determine if there was a Violation in the previous month.

For those passengers who have a Violation in a month or Violations in successive months, the following progressive action will be taken:

- 1st Violation: Letter of Warning
- 2nd Violation: 7-day suspension
- 3rd Violation: 14-day suspension
- 4th Violation: 1-month suspension
- 5th and subsequent violations will be reviewed by RTC staff to determine an appropriate suspension action up to and including long-term suspension from service. To be reinstated, the rider must appeal the suspension and provide evidence of improvement for reinstatement.

The timeframe for determining the number of successive Violations is one calendar year beginning on January 1st of every year. On January 1, each passenger will be deemed to have zero (0) Violations regardless of the number of Violations in the previous calendar year.

In the event of a suspension, RTC ACCESS will provide rides for a medical service appointment that occurs during any suspension period, but no additional ride(s) will be allowed.

Notifications and Appeals:

Each passenger's no-shows/late cancellations are reviewed at the end of each calendar month. Notification letters are sent to individuals to make them aware of their Violation(s) and the number of no-show/late cancellations. These letters also provide information about the dates when the passenger service will be suspended, if any.

The notification shall inform the passenger of the reason(s) for the proposed no-show/late cancellation service suspension and shall state that the passenger has a right to appeal. See the "Suspension Appeal Process" section in this guide. If you miss the appeal request deadline, your RTC ACCESS service will be suspended on the date listed on your notice of service suspension.

SUSPENSION APPEAL PROCESS

You can appeal a service suspension. If you dispute a service suspension, you have the right to file an appeal. If you miss the appeal request deadline, your RTC ACCESS service will be suspended on the date listed on your notice of service suspension.

The following are the steps for requesting an appeal hearing and the procedure for the appeal process.

1. Appeals must be filed within 15 calendar days of the date of your notice of service suspension. You may contact RTC ACCESS stating your intent to appeal and the reasons for your appeal to:

Mail:

Regional Transportation Commission of Washoe County
Attn: RTC ACCESS Appeals
1105 Terminal Way
Reno, NV 89502

Telephone: 775-348-0477 option 2

Email: RTCAccessApplication@rtcwashoe.com

Fax: 775-348-3261

2. Once a request for an appeal has been made, RTC ACCESS management shall: (1) form an appeal committee; (2) promptly advise the appeal committee the request for an appeal; (3) determine whether the passenger requests a hearing or not, and if the passenger requests a hearing, coordinate a hearing date, time, and location with the applicant and the appeal committee, and so notify the parties in writing; and (4) reserve sufficient time for the hearing.
3. The appeal committee will consist of individuals not involved in the original decision.

The appeal committee will:

- Conduct a hearing within 15 calendar days of the passenger's request to uphold or overturn the service suspension decision or, modify the suspension determination.
- The appeal committee shall notify the individual of its decision and the reasons for its decision in writing, not later than 15 calendar days after the date of the appeal hearing, including the date of the hearing. Or, if the individual declined a hearing, the appeals committee shall notify the individual of its decision and the reasons for its decision in writing not later than 15 calendar days after the date the appeals committee reviewed and considered the matter. The decision of the appeals committee is final.
- If no decision is made on an appeal of service suspension determination within 15 calendar days of the date of the appeal hearing, or within 15 calendar days of the date of the appeals committee's consideration without the attendance of the appellant, the appellant will be eligible for RTC ACCESS service beginning the 16th day, until and unless a decision otherwise is rendered by the appeals committee. RTC ACCESS management shall immediately inform the individual that he/she is presumptively eligible for RTC ACCESS service first by telephone and then follow up with a written communication to the individual's last known address of record.

The service suspension appeal process is unrelated to eligibility and will not be used for contesting established RTC policies.