

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: 21-day suspension
- For the 5th and every subsequent violation, RTC staff will review the violation to determine an appropriate suspension. Any violations of the No Show and Late Cancellation policy will not last longer than thirty (30) days.

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.