

## ADA PARATRANSIT NO SHOW POLICY

JAUNT provides ADA Complimentary Paratransit for the City of Charlottesville and urban Albemarle County. Per FTA C 4710.1, JAUNT may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.

Sporadic passenger incidents of no showing, cancelling at the door, and cancelling late for requested trips are an expected cost of doing business for a paratransit system. However, as the cost for providing ADA Complimentary Paratransit service is growing and all eligible demand for paratransit trips must be met; excessive no shows, cancels at door, and late cancellations adversely affect the efficiency of service to other customers and significantly adds to the cost of operating the services

### Definitions

Pattern or Practice of Customer Missing Trips: When there are intentional, repeated, or regular actions, not isolated, accidental, or singular incidents of not canceling trips; only actions within the control of the individual count as a part of a pattern or practice.

Be Ready Time: When the customer calls to reserve their ride, they will be given a 25-minute (15 minutes before to 10 minutes after their schedule time) "pickup window" in which the vehicle will arrive. If a customer requests a 7:00 AM pickup time, they will be advised that their "Be Ready Time" is 6:45 AM. The bus is not late unless it has not arrived by 7:10 AM.

Advanced Cancellation: When the customer (or the customer's advocate/caregiver) calls and cancels a scheduled trip at least 2 hours prior to Be Ready Time. If a customer has an early morning trip scheduled before 6:00 AM, they will need to leave the cancellation message on the voice mail to be retrieved by the JAUNT Reservation Center as soon as it opens at 5:00 AM or call no later than 5:30AM.

Cancel at Door: When the vehicle arrives at the location designated for a specific scheduled trip within the 25-minute window of the Be Ready Time and the customer (or the customer's advocate/caregiver) notifies the driver at that time that they no longer need the scheduled trip. The driver will verify the need for any other trips scheduled for that day and advise Dispatch accordingly when calling in the cancel at door.

Cancel Late: When the customer (or the customer's advocate/caregiver) does not call and cancel a scheduled trip at least 2 hours prior to the Be Ready Time (other than early morning trips).

Missed Trip: A missed trip occurs when our bus arrives outside of the 25-minute pick up window and the passenger chooses not to ride. A missed trip is not counted against a passenger because it was JAUNT's error.

Excessively Long Trip: JAUNT uses one (1) hour as a maximum ride length as a quick guide for our reservations, schedulers, and dispatchers. Any trip exceeding one (1) hour would be considered excessively long. In addition, JAUNT will compare a short, medium, and long trip on the fixed route service provided by CAT to its own comparable ADA trips to determine if the ADA service is excessively long

Denials: If JAUNT is unable to provide a trip at the requested time, an alternative time will be offered 60 minutes before or after the requested time. If you cannot offer the rider a time within the one (1) hour before or after the requested time it will be considered a denial.

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 location within the pickup window and a 5 min wait.

JAUNT further defines a No Show when all of the following criteria have occurred:

- The Driver will go to the door and attempt to make contact;
- If no contact, the Driver will check the manifest to ensure correct location/address;
- The Driver will wait five minutes after the Be Ready Time;
- The Driver will notify Dispatch that the customer is a No Show;
- Dispatch will verify all information and approve the no show;
- The Driver will tag the door with a “No Show” tag.

### **Excused No Shows**

No Shows are EXCUSED when the trip is missed for reasons beyond the customer’s control.

- A No Show will not be issued for reasons beyond the customer’s control; including situations such as sudden illness, family emergencies, weather conditions, or long medical appointments.
- The customer (or the customer’s advocate/caregiver) should ALWAYS make every effort to cancel scheduled trips as soon as it is known that the trip is not needed. It is the customer’s (or the customer’s advocate/caregiver) responsibility to provide the reasoning for not canceling the trip when contacting JAUNT so that it can be determined if it is an Excused No Show.
- Contact should be made with JAUNT as soon as reasonable possible. Lack of any contact will result in a No Show being issued. To contact JAUNT, call (434) 296-3184.

### **Implementation**

A point system has been implemented that reflects less of a penalty for a Cancel Late than for a No Show or Cancel at Door.

1 No Show = 2 Points

1 Cancel at Door = 2 Points

1 Cancel Late = 1 Point

Below is a table indicating the volume of No Show / Cancel at Door / Cancel Late points that may be accumulated per calendar month before action will be taken. Please do not consider this justification for not canceling trips in advance.

Number of Actual Trips Booked per Calendar Month and Not Cancelled in Advance	Number of Points in one (1) calendar month that Establishes that a Pattern or Practice Exists (Once this number of points has been reached, warning letter and/or suspension will occur)
1 - 14	4
15 - 39	8
40 - 59	12
60 - 79	16
80 - 99	20
100 or more	24

### Established Pattern or Practice

As points accumulate throughout the month, calls will be made and reminder notices mailed advising the customer of the process. Reasonable efforts will be made to make the appropriate contact with the customer and/or their advocate/caregiver. If the customer continues to accumulate and excess number of points as defined above, the following will occur:

Number of Months Within the last Six (6) Months that there has been a Pattern or Practice of not cancelling trips when they are not needed	Consequence (Days Loss of Service will be counted as days that service was available for customer to request a trip)
1	Final Letter of Warning*
2	2 Days Loss of Service
3	5 Days Loss of Service
4	10 Days Loss of Service
5	20 Days Loss of Service
6	30 Days Loss of Service

Warning Letters will contain all recorded incidents of No Shows, Cancel at Doors, or Cancel Lates that have been received. The customer will be advised that if there are additional incidents, a suspension of services could occur. The customer will be advised to contact JAUNT immediately by phone or in writing if a Warning Letter is received and they feel that any of the incidents have been issued in error. Contesting individual incidents should be made by phone or postmarked within ten (10) days of the date of the Warning Letter. The letter will contain contact information.

## **Suspensions**

If the No Shows have accumulated to the point where a suspension will be activated, the customer (or the customer's advocate/caregiver) may file a verbal or written appeal. An appeal must be filed or postmarked within ten (10) days of the date of the Suspension Letter.

### **By Mail:**

JAUNT Operations Supervisor  
104 Keystone Place  
Charlottesville, VA 22902  
Verbal: 434.296.3184, Ext. 120

## **Administrative Review**

JAUNT's Operations Supervisor or other designated JAUNT staff will review the information provided by the customer (or the customer's advocate/caregiver) and make a decision to either uphold the suspension or to overturn within ten (10) business days.

## **Passenger Notification of Policy**

JAUNT's ADA Paratransit passengers shall be notified of the No Show Policy upon making their initial reservation and in the materials provided to them when they become a certification ADA-eligible passenger. Passengers will be notified initially by phone for possible suspensions and appeal processes, with a follow-up letter explaining the suspension and appeal process.