

CITYBUS ACCESS

NO SHOW / CANCELLATION POLICY

PURPOSE FOR ESTABLISHING A NO SHOW / CANCELLATION POLICY:

Passenger no shows and cancellations are an expected cost of doing business for a paratransit system. However, at a time when the cost of providing ADA Complementary Paratransit Service is growing and all eligible demand for paratransit trips must be met; excessive no shows and late cancellations adversely affect the efficiency of service and significantly add to the cost of operating the system.

This policy establishes a system of both verbal and written communication and follow-up procedures. It also provides the individual an opportunity to explain the circumstances, and allows the service provider a forum for explaining the effects of No-Shows on paratransit services provided to the community.

Definitions:

Cancellation - A Cancellation occurs when an ADA eligible passenger (or the individual's representative) calls and cancels a specific scheduled trip no later than two (2) hours prior to the scheduled pick-up time to enable substitute scheduling.

Late Cancellation - A Late Cancellation occurs when an ADA eligible passenger fails, **for circumstances within his/her control**, to cancel the scheduled trip within two (2) hours prior to the scheduled pick-up time.

No-Show - A No-Show occurs when an ADA eligible passenger (or the individual's representative) fails to call to cancel the scheduled trip or fails to fulfill a scheduled trip and the following occurs.

- The vehicle arrives on time, but the individual no longer wants the ride.
- The vehicle arrives on-time, but the driver cannot locate the individual at the scheduled pick-up location.
- The vehicle arrives on-time and waits for five (5) minutes, but the individual is not ready to go and the driver must leave to stay on schedule.

No Shows are EXCUSED when the trip is missed for reasons beyond the customer's control. Although no shows **will not be issued for reasons beyond the customer's control**, the customer should **ALWAYS** make every effort to cancel scheduled trips in a timely manner. It is the customer's responsibility to provide the reasoning for not cancelling a trip. Contact should be made with ACCESS as soon as reasonably possible. Lack of any contact will result in a No- Show being issued. Any patterns or practices of excessive volume of No-Shows will be documented and reviewed.

If you are a No-Show for your scheduled pick up time and have a scheduled return ride, your return ride will be cancelled after one attempt to contact you.

1st Incident - No Show or Late Cancellation

- The individual will be telephoned, requesting the reason the scheduled trip was missed.
- If the circumstances were within the individual's control, he/she will be verbally informed that this will be counted as a No-Show. The customer's representative may also be notified if the circumstances warrant.

2nd Incident - No Show or Late Cancellation

- The individual will be telephoned, requesting the reason the scheduled trip was missed. If the circumstances were within the individual's control, he/she will be verbally informed that this will be counted as a second No-Show. The customer's representative may also be notified if circumstances warrant.
- If at the end of the sixty (60) day probation period, there has not been another No-Show or Late Cancellation incident, the record is cleared.

3rd Incident - No Show or Late Cancellation

- A third No-Show or Late Cancellation within the additional sixty (60) day probation will result in the following: The individual will be telephoned, requesting the reason the scheduled trip was missed. If the circumstances were within the individual's control, he/she will be verbally reminded of the No-Show and Late Cancellation policy, and a copy of said policy will be sent by certified mail, along with written appeal procedures. The customer's representative may also be notified if circumstances warrant.

If the vehicle is late, arriving at the scheduled trip location more than fifteen (15) minutes after the scheduled trip time, the passenger will not be charged with a no-show.

APPEAL PROCESS:

Individual No-Show or Late Cancellations:

An individual (or the customer's representative) may file a verbal or written appeal for an individual no-show or late cancellation issued by contacting the ACCESS Program Coordinator. The customer must appeal a No-Show within ten (10) days of receipt of the written notification.

WRITTEN APPEALS SHOULD BE MAILED TO:

ACCESS
1250 Canal Road
Lafayette, IN 47902

Designated ACCESS staff will review the information provided by the customer (or the customer's representative) and make a decision to either uphold the individual no-show or to overturn within ten business days.