



*Greater
Hartford
Transit District*

Policy Bulletin No. **30**

Subject: No Show and Late Cancellation Policy

Adopted: August 1999

Revised: 2/07, 3/07, 9/1/10, 6/13, 9/14, 10/01/16

Purpose

To encourage responsible trip scheduling and paratransit use, the Americans with Disabilities Act (ADA) provides that public transit systems establish and enforce a No Show policy. The Greater Hartford Transit District's ADA Paratransit Passenger NO SHOW Policy is part of an effort to bring our riders more efficient paratransit service, and to be current with Federal Transit Administration findings and best practices.

Sporadic rider no shows, late cancellations, and cancellations at the door are an expected cost of doing business for a paratransit system. However, a pattern and practice of "No Shows", late cancellations and cancellations at the door adversely affect the efficiency and effectiveness of service and significantly add to the cost of providing ADA complementary paratransit service. No Shows and late cancellations result in wasted trips that could have been scheduled for use by other paratransit riders.

No Shows are recorded each time a paratransit rider makes a late cancellation, forgets to cancel, declines their trip at the door, or is not available for pick-up for their scheduled trip.

Definitions:

No Show: A No Show is when all of the following criteria are met:

- There has been no call by the rider (or the rider's representative) to cancel the scheduled trip 2 hours or more before the pick-up window.
AND
- The vehicle arrives at the scheduled pick-up location within the 30-minute pick-up window.
AND
- The driver cannot reasonably see the rider approaching the vehicle within five (5) minutes.

Late cancellations and cancellations at the door, as defined below, will also be treated as No Shows.

Late Cancellation: the rider (or the rider's representative) does not call to cancel a specific scheduled trip at least 2 hours prior to the pick-up window (other than early morning trips as identified above). Late cancellations will be treated as No Shows. (*See definitions above*).

Cancellation at Door: when the vehicle arrives at the location designated for a specific scheduled trip within the 30-minute pick-up window and the rider (or the rider's representative) notifies the driver at that time that they no longer need the scheduled trip. These are considered No Shows.

Notes on Cancellation:

- The driver is not responsible for cancelling any other trips booked for that day.
- The rider (or the rider's representative) must call to cancel other trips.
- Pick up and return trips are scheduled separately, and the District assumes that all scheduled return trips are needed unless notice is given by the rider or their representative.
- If a pick-up trip is a No Show, The District will not automatically cancel the return trip. A No Show on the return trip will count as a second No Show for the day.

No Shows Beyond Passenger's Control

Trips cancelled for reasons that are beyond the rider's control will not be considered No Shows. This includes missed trips resulting due to sudden illness, family or personal emergency, transit connection delay, appointment delay, extreme weather conditions, operator error, paratransit lateness, or other unforeseen reasons for which it is not possible to call to cancel in time or to take the trip as scheduled.

Although No Shows will not be issued for reasons beyond the rider's control, the rider should always make every effort to cancel scheduled trips in a timely manner. It is the rider's responsibility to provide a reason for not canceling a trip. Contact should be made as soon as possible so that No Shows occurring beyond a rider's control can be excused. Lack of any contact will result in a No Show record remaining intact and may lead to warnings/service suspensions detailed below. **Riders should contact First Transit Customer Service department at: (860) 724-5340 ext. #9 when experiencing no-shows or late cancellations due to circumstances beyond their control.**

No Show Notifications

Riders will be notified of No Shows in writing, and will receive a written warning after five (5) NO SHOWS. The written correspondence will list the total number of No Shows and the percent of No Shows in reference to the total number of trips booked in the period. Specific dates, times and locations of each No Show in the period will be provided in writing upon rider request.

Pattern and Practice of No Shows

Riders may be suspended from paratransit service when they show a “pattern and practice” of No Shows, which occurs when:

- a. A rider has five (5) or more No Shows in a calendar month; **AND**
- b. The number of No Shows represents more than 15% of the trips booked by the rider in a calendar month.

The following are examples of what would and would not constitute a pattern and practice of No Shows:

Example 1: A rider books 20 trips in a calendar month and misses five trips. This rider **has a pattern and practice** of No Shows because (a) the rider had five No Shows, and (b) those No Shows represent 25% of the total trips booked;

Example 2: A rider books 10 trips in a calendar month and misses four trips. This rider **will not have a pattern and practice** of No Shows because the rider did not have five or more No Shows in the calendar month. (Note that because there were not at least five No Shows, the fact that the rider missed 40% is irrelevant for purposes of determining whether there has been a pattern and practice of No Shows.)

A rider who shows a pattern and practice of No Shows may be subject to a suspension of service, as shown in the table below.

Consequences for Pattern and Practice of No Shows	
1st Violation	Letter of warning
2nd Violation	2 Day Suspension
3rd Violation	5 Day Suspension
4th Violation	10 Day Suspension and Loss of Subscription Service
5th Violation and more	28 Day Suspension and Loss of Subscription Service

Violation history covers a 12-month period (October 1 through September 30)

If a rider has a pattern and practice of No Shows as provided above, they will receive a suspension letter or email, proposing to suspend service within two weeks and outlining the appeals process. Suspension of service privileges will be postponed pending completion of the appeals process.

Loss of subscription service takes effect with four (4) violations in a 12-month period, and will not be removed until the rider has three (3) consecutive months without any No Shows or late cancellations.

Appeal Process

A rider (or a rider's representative) may file a verbal or written appeal for an individual No Show issued by contacting the District's ADA Paratransit Director at: pwilliams@ghtd.org or call (860) 247-5329 ext. 3011. The rider should provide any information on which they wish to rely to support his/her appeal.

Designated District staff will review the information provided by the rider (or the rider's representative) and make a decision to either uphold the individual no show or to excuse it. This decision will be made within ten (10) business days.

If No Shows have accumulated to a point where a suspension will be imposed, the rider (or the rider's representative) may file a verbal or written appeal for a review of all No Shows by contacting the District's ADA Paratransit Director at: pwilliams@ghtd.org or call (860) 247-5329 ext. 3011. Service will continue while the outcome of the appeal is decided.

If in any case, the rider is not satisfied with the review by the ADA Paratransit Director, they may request a formal review by the District's Operations Administrator. A hearing will be scheduled on the matter during which the rider will be permitted to present any materials or testimony relevant to the appeal. A decision on the appeal will be made within ten (10) business days.

All materials are available in accessible format and in languages other than English upon request.