



Policy Bulletin No: **GHTD-30**
Subject: **No Show and Late Cancellation Policy**
Revised: **July 1, 2024**

The Greater Hartford Transit District follows the Connecticut Department of Transportation (CTDOT) ADA No-Show Suspension Policy. The policy is in adherence with the Federal Transit Administration's regulations and requirements and is mandatory for all CTDOT contracted paratransit service providers.

General Policy Statement on No-Shows

Definitions: No-Show, Pickup Window, and Late Cancellation

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 pickup location within the pickup window and the driver waits at least 5 minutes.

Pickup Window

The pickup window is defined as, from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

Late Cancellation

A late cancellation is defined as either: a cancellation made less than 2 hours before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

Definition: No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

Greater Hartford Transit District does not count as no-shows, or late cancellations, any missed trips due to our error such as:

- Trips placed on the schedule in error
 - Pickups scheduled at the wrong pickup location
 - Drivers arriving and departing before the pickup window begins
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- Drivers arriving late (after the end of the pickup window)
- Drivers arriving within the pickup window, but departing without waiting the required 5 minutes

The Greater Hartford Transit District does not count as no-shows, or late cancellations, situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken such as:

- Medical emergency
- Family emergency
- Failure of mobility equipment
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the Greater Hartford Transit District operations center when experiencing no-shows, or late cancellations, due to circumstances beyond their control, or if they believe one or more trips were mislabeled as no-show or late cancellation. The phone number is (860) 724-5340 extension 9 and email is us.hartford.customerservice@transdev.com.

Policy for Handling Subsequent Trips Following No-shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

Greater Hartford Transit District reviews all recorded no-shows, and late cancellations, to ensure accuracy before recording them in a rider's account.

Riders will be subject to suspension after a violation. A violation occurs when all of the following conditions are met.

- Accumulate 5 or more no-shows or late cancellations in a calendar month.
- Have scheduled at least 10 trips in that period.
- Have "no-showed" or "late cancelled" at least 15 percent of the scheduled trips.

Greater Hartford Transit District will notify riders by telephone after they have accumulated 3 no-shows or late cancellations that they would be subject to suspension should they accumulate 2 additional no-shows or late cancellations in the period consistent with the criteria listed in this section of the policy above.

The first violation in a calendar month period triggers a warning letter but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 7-day suspension
- Third violation: 10-day suspension
- Fourth violation: 14-day suspension
- Fifth and subsequent violations: 21-day suspensions

Violation history covers a 12-month period (July 1 through June 30)

Policy for Appealing Proposed Suspensions

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within 10 business days of receiving suspension letters. Service will continue to be provided until any requested appeals are heard and decided.

Riders who miss the appeal request deadline will be suspended from Greater Hartford Transit District on the date listed on the suspension notice.

All suspension appeals follow the Greater Hartford Transit District's appeal policy.

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 Rider & Community Liaison 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 in any case, the rider is not satisfied with the review by the ADA Paratransit Rider & Community Liaison, they may request a formal review by the District's Director of ADA Paratransit Services or District designee. 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.

*Greater Hartford Transit District
One Union Place, Hartford, Connecticut 06103
Telephone: (860) 247-5329 Fax: (860) 549-3879
www.hartfordtransit.org*

**French**

Si des renseignements sont nécessaires dans une autre langue, composez le 860-247-5329, poste 3011.

Serbo Croatian

Ako su vam potrebne informacije na drugom jeziku, nazovite 860-247-5329 x3011

Portuguese

Se precisar de informações em outro idioma, ligue para 860-247-5329, ramal 3011.

Italian

Se avete bisogno di informazioni in un'altra lingua, telefonate al numero 860-247-5329 int. 3011.

Polish

Jeżeli istnieje zapotrzebowanie na te informacje w innym języku, prosimy o kontakt na numer telefonu 860-247-5329 wewn. 3011.

Russian

Если Вам необходима информация на другом языке, пожалуйста, обращайтесь по номеру телефона 860-247-5329, доб. 3011.

Spanish

Si necesita información en otro idioma, llame al 860-247-5329, extensión 3011.

Chinese

如需其他语言的信息，请致电 860-247-5329 x3011

Vietnamese

Nếu cần thông tin bằng ngôn ngữ khác, hãy gọi 860-247-5329 x3011

Korean

다른 언어로 기재된 정보가 필요하신 경우, 860-247-5329 x3011로 연락해 주시기 바랍니다.

Hindi

यदि जानकारी अन्य भाषा में चाहिये, 860-247-5329 x3011 संपर्क करें

Arabic

في حالة الاحتياج للمعلومات بلغة أخرى، يرجى الاتصال على رقم 860-247-5329، داخلي 3011

Gujarati

જો બીજી ભાષામાં માહિતી લેવાની જરૂર હોય, તો 860-247-5329 x3011 પર સંપર્ક કરો.