ADA No Show and Late Cancellation Policy

Background

This policy addresses persistent no-shows and late cancellations by particular demand response riders. A “No Show” is determined if a trip is scheduled but not taken by a rider. A late cancellation is a trip that is cancelled one hour or less before the scheduled pick-up time when it is likely that the driver is already en route. No shows and late cancellations are costly in terms of wasted fuel, lost drivers’ time, and wear and tear on the vehicle. Beyond the tangible costs, the time would have been available to transport another rider.

An “occasional” late cancellation or no show is expected. For example, the rider may wake up feeling ill; the driver is so late that the trip no longer is acceptable; or unforeseen circumstances occur.

However, frequent no-shows and late cancellations create many difficulties in the smooth operation of demand response transportation. This policy applies to ALL persons who utilize the GO bg, Too demand response services.

Regulations

The Department of Transportation Americans with Disabilities Act regulations at 49 CFR Part 37.125(h) state:

The entity 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.

(1) Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.

(2) Before suspending service, the entity shall take the following steps: (i) Notify the individual in writing that the entity proposes to suspend service, citing with specificity the basis of the proposed suspension and setting forth the proposed sanction. (ii) Provide the individual an opportunity to be heard and to present information and arguments; (iii) Provide the individual with written notification of the decision and the reasons for it.
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Policy

If an ADA eligible person, or his or her agent/guardian, makes a reservation for which the ADA eligible person does not take the trip and does not cancel at least one hour in advance, the trip will be logged as a “No Show” or a “Late Cancellation.” (In practice, a late cancellation is equivalent to a no show because it wastes assets that could be used for others.)

If no shows/late cancellations occur on a frequent basis (as defined below), the following consequences will be invoked within the administrative framework required by and outlined in the DOT ADA regulations.

Procedures

A No Show will be recorded when an ADA eligible rider 1) refuses a scheduled ride “at the door”; 2) does not appear within the scheduled window of time to take the ride; or 3) cancels the trip within one hour of the scheduled pick up time. No shows for reasons beyond the rider’s and/or guardian’s control will not be counted for purposes of assigning consequences. For Example: An unexpected hospital stay.

The following guidelines will apply:

1–3 No Shows/Late Cancellations: (within a 3 month period)

- Verbal reminder from staff to call in advance

4 No Shows/Late Cancellations: (within a 3 month period)

- Written reminder to call in advance to cancel trips
- Warning that continued No Shows/Late Cancellations will result in suspension of service

5 No Shows/Late Cancellations: (within a 3 month period)

- Written notification that service will be suspended for a two week period

If, after the two week suspension the rider continues to no show/late cancel trips (6 or more), a written notification of an additional month suspension will be given.
- Additional consequences for continued non-compliance with no shows will be determined on an individual basis with an emphasis on working with the rider to reach a positive outcome.

The rider in question will be given due process in accordance with the DOT ADA regulations, which includes the right to appeal the decision to suspend service and to request and be present at an administrative hearing. If a rider appeals a decision, service will continue until a decision is reached and the rider has been notified in writing of the final decision.