

RAZORBACK PARATRANSIT

NO-SHOW POLICY

Razorback Paratransit has established trip reservation, cancellation and no-show procedures that help on-time performance and ride availability.

- **Reservations:** Must be made by 4:00 p.m. weekdays for clients certified as ADA eligible. Reservations will be accepted no more than seven days in advance of a ride.
- **Cancellations:** Must be made more than thirty minutes in advance of scheduled ride time.
- **No-Show Policy:** Encourages a client to follow through with rides they have scheduled or to cancel a ride at least thirty minutes in advance.

[Federal Register, v. 56, no. 173/Rules and Regulations, page 45604]

ADA allows public transit providers to sanction passengers who establish a pattern or practice of missing scheduled rides for paratransit service, "Sanctioning individuals who chronically fail to show up for scheduled rides is not refusing to provide service on the basis of disability. An appropriate system of sanctions can help to deter or deal with individuals who misuse the system, absorbing capacity that could otherwise go to people who need rides and increasing costs."

A pattern or practice involves intentional, regular or repeated actions, not isolated, accidental or singular events. No-shows attributable to causes beyond the individual's control, including problems with the delivery of that service, cannot form part of such a pattern or practice.

Excused no-shows beyond the rider's control:

1. Illness (Excessive use of this reason may require documentation by client's physician.)
2. A family emergency: Verified by transit staff, such as illness or death of a family member
3. A mobility aid fails and prevents the client from accessing the bus system
4. Razorback Transit will not count no-shows in case of inclement weather.
5. Acts of God

6. Staffing error
7. Other occurrences verified by the Paratransit Services Manager or designated staff

Unexcused no-shows or cancellations when a trip is missed for the following reasons:

1. Establishes pattern of schedule-blocking: reserving ride, then cancelling repeatedly
2. Client didn't know the he/she had a ride scheduled or was supposed to call to cancel
3. Client doesn't want to ride with a specific driver or other client on a specific vehicle
4. Client failed to board within the five-minute window after the scheduled pick-up time
5. Client failed to cancel their trip reservation within thirty minutes of the scheduled trip with the following exception:
 - a. When canceling a ride that is scheduled between the hours of 7 and 8 a.m. In this case, voice mail messages left prior to 7 a.m. that morning will be honored as proper advanced notification
6. Other occurrences verified by the Paratransit Services Manager or designated staff

Consequences for No-Shows that form a pattern:

Trips Reserved per Month	Maximum Number of No-Shows per Month
1-10	2
10-30	4
30 or more	6

When maximum number of no-shows has been reached, the Paratransit Services Manager will call you to discuss the situation.

Consequences for Excess No-Shows After Maximum	
1 st Violation (Exceeding Maximum per Month)	Letter of Warning
2 nd Violation (Exceeding Maximum per Month)	5 Business Days Suspension
3 rd Violation (Exceeding Maximum per Month)	10 Business Days Suspension
4 th Violation (Exceeding Maximum per Month)	20 Business Days Suspension
Violation history covers a six-month floating period.	
Example:	
In January, you complete between ten to thirty trips and you generate five or more no-shows: You would receive a letter of warning as a first violation.	
In February, you complete the same number of trips as January and generate an additional five no-show occurrences: You would face suspension for five business days.	

In March, you complete twelve trips and generate an additional five no-show occurrences: You would face suspension for ten business days.

In April, you complete forty two trips and generate an additional six no-shows: No suspension would occur as you are below the maximum no-shows per month.

In May, you receive you generate zero no-shows; therefore, no penalties.

In June, you exceed the maximum no-shows: You would face suspension for twenty business days.

In July, you again exceed the maximum no-show amount which would ordinarily result in a thirty-day suspension for the fifth violation; however, because the policy addresses a six-month floating period, January's no-show and violation history is removed making this violation a repeated fourth violation resulting in a twenty- business- day- suspension.

APPEALS PROCESS

Please note the following pertaining to potential sanctions for no-shows:

- The individual will have paratransit service provided for 12 business days from the date of the first, second, third and fourth no-show suspension letter.
- The individual will have this time to present the reasons for objection or an informal appeal of the sanction to the Director of Transit.
- Should the results of this informal appeal to the director not be satisfactory to the individual, an official appeal process may be started. (See Administrative Appeals Process) The individual will retain paratransit service up until such time as the appeals committee reaches a negative result. If the appeals committee should decide in favor of the individual, then no loss of paratransit service will occur.
- Should the individual not desire an informal or a formal appeal of that particular sanction, then the twelve business days granted from 2nd, 3rd, or 4th no-show letter to the 1st day of suspension will be deemed as adequate time to arrange alternate transportation.