



## Call and Ride Program No Show Policy

### INTRODUCTION

No Shows are recorded each time a paratransit customer makes a late cancellation, forgets to cancel, declines the trip at the door, or is not available for their scheduled pick up. No Shows and late cancellations result in wasted time that could have been scheduled for use by other paratransit customers. Excessive 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 paratransit service.

### Description of Llame y Viaje Program's general No Show policy

### DEFINITIONS

#### Cancellations

**Advanced Cancellation** - when the customer (or the customer's representative) calls and cancels a specific scheduled trip at least 2 hours prior to the pick-up window. This will not result in a no-show penalty. Early morning trips scheduled for pickup before 8:00 AM are to leave a cancellation message before 6:00 AM, or use the automated system to cancel the trip.

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

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

- The driver is not responsible for cancelling any other trips booked for that day. Customers (or the customer's representative) must call LLame y Viaje Program to cancel other trips.

#### No Shows

**No Show** No Show is defined when all of the following criteria have occurred:

- There has been no call by the customer (or the customer's representative) to cancel the scheduled trip 2 hours or more before the beginning of the pick-up window;
- The vehicle arrives at the scheduled pick up location within the 30-minute pick up window;
- The customer does not board within the 5 minute pickup window;
- The Dispatch office is notified. At this time, Dispatch will verify that the operator is at the correct location.

Late cancellations and cancellations at the door will be treated as No Shows. MBA schedules pick-up and return trips separately and assumes all scheduled return trips are needed unless notice is given by the customer or their representative. If a pick-up trip is a No Show, MBA 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 A PASSENGER'S CONTROL**

Trips cancelled for reasons that are beyond the customer's control will not be considered No Shows. This includes missed trips resulting from 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 the The Llame y Viaje Program to cancel in time or to take the trip as scheduled.

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 contact Llame y Viaje Program to provide the reason for not canceling a trip. LLame y Viaje Program should be contacted as soon as possible. Lack of any contact will result in a No Show being issued. Repeated failures to take scheduled trips, regardless of the reason, are subject for review.

### **CONSEQUENCES OF NO SHOWS**

The overall frequency of riders' use of the service, as well as the number of no-shows, will be use to determining whether there is a sufficient pattern or practice of no-shows to justify a suspension of the service. In any calendar month, any customer who has booked ten trips or more and has "no-showed" or "late cancelled" at least 20% or more of those trips will receive a warning notice. In addition, to ensure that only habitual offenders are suspended, a customer will have to accumulate three or more warning notices to receive a suspension.

All suspension periods will begin on a Monday. The length of a customer's suspension will adhere to the following schedule, after being issued three warning letters :

First Violation in a calendar year: 7-days (1 week)

Second Violation: 7-days (1 week)

**Third Violation: 14-days (2 weeks)**