

HRT PARATRANSIT NO-SHOW AND LATE CANCELLATION POLICY

Effective April 15, 2002

(SUMMARY)

It is the policy of Hampton Roads Transit that paratransit passengers who establish a pattern or practice of excessive "No-Shows" or "Late Cancellations" shall be subject to suspension of service.

Purpose:

- To recognize the negative impact Late Cancellations and/or No-Shows have on the service provided to other passengers as well as the cost of providing Handi-Ride service.

Main Topics:

Definitions

- No-Show - passenger fails to board or fails to be ready to board at the scheduled pick-up location when the driver has waited 5 minutes during the 30-minute "on-time" window for service.
- Late Cancellation - passenger cancels scheduled Handi-Ride service at any time two (2) hours or less before the beginning of the passenger's scheduled pickup window.
- Violation - Any combination of three (3) Late Cancellations or No-Shows in any consecutive three-month period or less.

Sanctions

- First violation - Fourteen day suspension of paratransit service.
- Second violation - One month suspension of paratransit service. Passenger has option in lieu of suspension to pay the "full cost" (\$20 per trip) for each No-Show or Late Cancel that they have incurred.
- Third violation - Three month suspension of paratransit service. Passenger has option in lieu of suspension to pay twice the "full cost" (\$40 total) for each No-Show or Late Cancel that they have incurred.
- Fourth violation - One-year suspension of paratransit service, and the passenger has the responsibility to request re-instatement of active eligibility.
- In addition to any sanction, passengers must pay HRT the required full fare (\$3.00) for any trip(s) wherein the passenger was either a No-Show or Late Cancellation.

Exceptions

- A trip missed by a passenger for reasons beyond the passenger's control, including Handi-Ride error or uncontrollable or unpredictable impacts of their disability, will not count as a No-Show.
- If a person with subscription privileges accrues three or more No-Shows or Late Cancellations within any one-month period, the subscription will be cancelled and the individual notified. The passenger must then use the standard paratransit service and have two consecutive months with no more than one No-Show or Late Cancellation before subscription service may be restored. In addition, other sanctions and/or violations described above apply for the individual passenger.
- Contracting agencies must notify Handi-Ride of any cancellation(s) by 5:00 p.m. the evening before service is to be provided, or the contracting agency will be charged the fare(s) for such passenger(s), even if the trip is not taken. In addition, other sanctions and/or violations described above apply for the individual passenger.

Additional Information

- If a passenger no-shows or late cancels for an "outbound" trip and has one or more other trips (e.g., return) on the same day, HRT will not automatically cancel the subsequent trip(s).
- HRT will notify individuals of No-Shows and/or Late Cancellations after each occurrence to assist in the early resolution of misunderstandings and to identify conditions beyond the control of the individual.
- The passenger may appeal the decision of HRT by filing an appeal within 60 days from the date of the Suspension Notice.
- If more than two years elapse between any two stages of violations, the progression of suspensions would start at the first step.