



Hampton Roads Transit (HRT) Paratransit Service

No-Show Late Cancellation Policy

Effective April 15, 2002

Revised June 08, 2016

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. This policy is necessary in order 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 Paratransit Services.

A passenger is considered a “No Show” if the 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 Paratransit Service “on-time” window for service. An on-time window is defined as 15 minutes prior to or 15 minutes after the negotiated/scheduled pick up time.

For example, if the passenger has a 2:00 pm negotiated pick-up, the driver may arrive anytime between 1:45 and 2:15 and be considered on-time; the vehicle is required to wait up to 5 minutes for the passenger. Effective January 2002, passengers will be informed of the full “minus-and-plus” range for the on-time pickup when the trip is scheduled. In this example, assume the driver arrives at 2:12. The driver then waits a full 5 minutes. If the passenger is not on-board or ready to board by 2:17, the passenger is considered a No-Show. Similarly, the driver will only wait 5 minutes if the vehicle arrives on the “early” side of the window. For this same scheduled 1:45-2:15 pm pickup, if the driver arrives at 1:50, the passenger will be considered a No-Show if they are not on-board or ready to board by 1:55pm.

A passenger is considered a “Late Cancellation” if the passenger cancels scheduled Paratransit Service at any time two (2) hours or less before the beginning of the passenger’s scheduled pickup window.

Any combination of three (3) Late Cancellations or No Shows in any consecutive three-month period (calculated on a quarterly basis within the calendar year) will be deemed “excessive” and is defined as a “violation” of this policy. Passengers with excessive Late Cancellations/No-Shows will be subject to sanctions as described below. Please note considerations for the number of violations will be made for more frequent users of the service, providing the number of violations do not exceed 10% of the total trips taken.

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). It is the passenger’s responsibility to either take the later trip(s) or cancel it/them in a timely manner if they wish to avoid being charged with any additional No-Show or Late Cancellation.

A trip missed by a passenger for reasons beyond a passenger’s control, including Paratransit error or uncontrollable or unpredictable impacts of their disability, will not count as a No-Show. Documentation of impacts may be required.

HRT will notify individuals in writing of No-Shows and/or Late Cancellation violations on a monthly basis to assist in the early resolution of misunderstandings and to identify conditions that were beyond the control of the individual to cancel their trip in a timely manner. Examples of situations beyond a rider’s control may be:

- Medical or Family Emergencies
- Sudden illness or change in condition
- Appointments that run unexpectedly late or are cancelled at the last minute

An individual with excessive No-Shows/late Cancellations will:

- Receive written notice of the violations citing the specific trips missed over the specific time period of occurrence and the proposed sanction.
- Within five working days (Monday-Friday, excluding holidays) of receipt of the notice, be allowed to present information and arguments to the Manager of Paratransit Services or designee. Failure to exercise this right will not preclude the individual from filing an appeal regarding the sanction imposed.
- Receive written notice of the decision and, if applicable, the effective date and duration of any suspension (the “Suspension Notice”).

The passenger may appeal the decision of HRT by filing an appeal within 60 days from the date of the Suspension Notice. Appeals will be handled in accordance with the provisions of the Unified Service Plan and Policy for Complementary Paratransit Services under the Americans with Disabilities Act (ADA). If appealed, the sanction will be stayed pending the outcome of the appeal. HRT must continue to provide Paratransit Service, upon request, to the passenger until the appeal is resolved. However, if the passenger continues to accrue additional No-Shows or Late Cancellations during the appeal period, these may be considered in the determination of the proposed sanction; the passenger will be so notified. If the passenger does not appeal or waives their right to appeal, the sanctions noted below will be imposed.

Any combination of excessive Late Cancellations or No-Shows (3 or an amount greater than 10% of total trips taken) in any consecutive three month quarterly period is defined as a “violation” of this policy. Sanctions will be imposed as follows:

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| <u>First Violation</u> | Seven (7) day suspension of service. |
| <u>Second Violation</u> | Fourteen (14) day suspension of service. |
| <u>Third Violation</u> | Twenty-one (21) day suspension of service. |
| <u>Fourth Violation</u> | Thirty (30) day suspension of service |

If more than two years elapse between any two stages of violations, the progression of sanctions and suspensions would revert to the first step.

Exception for Subscription Services: Subscription Service is provided as a mutual convenience for passengers and HRT, and is not required by ADA regulations. 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 daily reservation request and have two consecutive months with no more than one No-Show or Late Cancellation before Subscription Service may be restored. Restoration of Subscription privileges is at HRT’s discretion. In addition, other sanctions and/or violations described above apply for the individual passenger.

Exception for Contract Services: Contract service is provided as a mutual convenience for passengers, agencies, and HRT, and is not required by the ADA regulations. Paratransit Service(s) must be notified 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.



For more information call 757-222-6087