

	<b>Title:</b> <b>ADA Complementary Paratransit:</b> <b>No-Show Policy</b>	<b>Document #:</b> <b>TACT 127</b>
	<b>Approved By:</b> TACT Board of Directors	<b>Date Originally Adopted:</b> <b>November 2015</b>
	<b>Effective Date:</b> <b>03/07/2016</b>	<b>Revision #:</b> <b>0.0</b>

**Policy:** Mid-County Transit Authority dba Town and Country Transit (TACT) has adopted a specific ADA Complementary Paratransit No Show Policy in accordance with Federal Transit Administration (FTA) and Pennsylvania Department of Transportation (PennDOT) ADA regulations.

**Purpose:** TACT has a written no show policy for ADA Complementary Paratransit service which is distributed via the User Guide and on the TACT web site. This policy is to assist in mitigation of operational costs associated with trips for which passengers do not take and do not notify the transit agency in advance.

**Scope:** This policy affects all ADA Complementary Paratransit service provided by Town and Country Transit.

**Definition**

1. A no-show occurs when a trip is scheduled and the customer does not take the trip and/or has not canceled the trip at least two (2) hours ahead of the scheduled pick up time.

**ADA Complementary Paratransit No-Show Policy**

1. Passengers must cancel unwanted trips through the TACT office at least two (2) hours prior to their negotiated pick-up time.
2. Passengers must be ready to ride, waiting at the address used in scheduling their trip
3. If a TACT vehicle arrives on time for a scheduled pick-up and after waiting five (5) minutes the rider is not present, or decides not to take the trip, the rider will be considered a no-show.
4. On time is defined as when the vehicle arrives no more than 15 (fifteen) minutes before or 15 (fifteen) minutes after the negotiated pick-up time. If a vehicle arrives early, the rider is not obligated to board until 5 (five) minutes before the earliest negotiated pick-up time.
5. Even though an individual may fail to contact TACT to cancel a trip, the return trip will not be automatically cancelled. The return trip will remain in the schedule.
6. TACT can impose sanctions for a pattern and/or practice of no-shows, as listed below.
7. Trips missed by riders for reasons beyond their control will not count in assessing no-show sanctions. However, the customer must inform TACT about such circumstances.
8. TACT will track and document all customer no-shows in Ecolane (TACT's reservation software). TACT will notify the rider in writing and provide a list of the no-show trips incurred.
9. Customers have the right to appeal or dispute TACT's no-show findings.

## No-Show Policy Penalties

TACT can impose sanctions for a pattern and practice of missed trips by a customer. A pattern or practice involves intentional, repeated, or regular actions, not isolated, accidental, or singular incidents.

### Overview

1. A review of a rider's no-shows will occur if there are three (3) or more no-shows within a 30-day period.
2. A sanction will be imposed if more than 50 (fifty) % of all trips scheduled during that period were no-shows that were not beyond the rider's control. (*Examples of instances beyond a rider's control may include isolated situations involving a sudden family emergency or a sudden health problem, unexpected failure of assistive device such as wheelchair, admission to hospital, etc.*) Riders should be prepared to provide documentation to support their claim.

### **Penalties**

1. After one (1) no-show, TACT will issue a documented written warning to the rider with a copy of the ADA Complementary Paratransit No-Show Policy.
2. After two (2) no-shows within a 30-day period, TACT will again issue a documented written warning to the rider.
3. After three (3) no-shows within a 30-day period, AND if more than 50 (fifty)% of all trips scheduled during that period were no-shows that were not beyond the rider's control, a one-week (7 days) suspension of service will occur. TACT will document the suspension beginning and end dates in a letter to the rider along with appeal process.

### **Appeal Process**

Any rider suspended for violation of the TACT ADA Complementary Paratransit No-Show Policy is permitted to appeal the suspension decision and present evidence and arguments in person and/or in writing. To do so, please call 724-548-8696 or 800-245-5255 to schedule an appointment or mail information to:

Town and Country Transit  
Attn: Operations Manager  
220 North Avenue  
Kittanning, PA 16201

### **Revision History:**

<b>Revision</b>	<b>Date</b>	<b>Description of changes</b>	<b>Requested By</b>
0.0	11/18/2015	Initial Release	Patti Lynn Baker General Manager