

No Show and Cancellation Policy

General Policy Statement on No-Shows

Collier Area Paratransit (CAP) understands that because paratransit service requires trips to be scheduled in advance, passenger may have to reschedule or cancel a trip. CAP understands that passengers may sometimes miss scheduled trips or timely cancel trips for reasons that are beyond their control. However, in order to maintain an efficient system, a policy for managing passengers who repeatedly miss scheduled trips or fail to timely cancel trips has been developed. This policy has been developed with consideration to the frequency of use by passengers and the no-show/late cancellation system average. The following information explains CAP's no-show policy.

Definitions:

No-show

A no-show is defined as the failure of a passenger to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the prescribed pick-up location within the pick-up time and the passenger is not present for the appointment or fails to respond within five (5) minutes of the vehicle's arrival time.

Late Cancellation

A late cancellation is defined as failure to cancel a trip 2 hours or more before the scheduled pick-up time, including a cancellation made at the door (a refusal to board a vehicle that has arrived within the pick-up window).

No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

Passengers will not be assessed a no-show or late cancellation when it has been found that the missed trips occurred due to an error of CAP personnel. These types of errors include:

- Trips placed on the schedule in error
- Pick-ups scheduled at the wrong pick-up location
- Drivers arriving and departing before the pick-up window begins
- Drivers arriving late (after the end of the pick-up window)
- Drivers arriving within the pick-up window, but departing without waiting the required 5 minutes

Trips that are missed due to situations beyond a passenger's control that may prevent a timely notification are not counted towards no-shows or cancellations. The following are examples of such situations:

- Medical emergency
- Family emergency
- Sudden illness or change in condition

Passengers are encouraged to contact the Collier Area Paratransit Customer Service Representative to inform them of these situations regardless of the time of the notification so that the excused missed trip can be appropriately recorded.

Policy for Handling Subsequent Trips Following No-shows

When a passenger fails to show for a scheduled trip the driver should radio dispatch and advise them of the no-show. Dispatch attempts to call the passenger and reminds the driver to wait the five (5) minutes to insure that the passenger will not be present. The no-show is recorded in the system and any return trip for the same day that was scheduled is also cancelled, unless the passenger calls to indicate that the return trip should not be cancelled. The courtesy cancellation of the return trip is performed in order to avoid charging the passenger multiple no-shows on the same day and increasing the no show trip count. Passengers are strongly encouraged to cancel any subsequent trips they no longer need. A confirmation number will be provided with all cancellations and passengers are encouraged to retain the confirmation number for verification of their call.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations

CAP reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a passenger's account. Each verified no-show or late cancellation consistent with the above definitions counts as 1 penalty point. Passengers will be subject to suspension after they meet all of the following conditions:

- Accumulate 3 penalty points in a six (6) calendar month period (January to June & June to December)
- Have "no-showed" or "late cancelled" at least 5 percent of the passenger's booked trips for the month.

A passenger will be subject to suspension only if both the number of penalty points is reached and percentage of trips deemed no-show is met. CAP will notify passengers by telephone after they have accumulated 1 penalty point and advised that they are subject to suspension should they accumulate 2 additional penalty points with the six (6) month period consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, and grievance/appeal policy which details how to appeal suspensions.

Suspensions begin 5 days after the decision has been determined, ensuring the passenger is notified by telephone and letter. Suspensions will be held in abeyance if the passenger timely files an appeal of the suspension. The first violation in a calendar month triggers a warning telephone call but no suspension. Subsequent violations result in the following suspensions:

- Second violation: Second warning letter and phone call
- Third violation: [7-day] suspension; Notification will be by telephone and letter
- Third violation: [14-day] suspension; Notification will be by telephone and letter
- Fourth violation and subsequent violations: [30-day] suspension; Notification will be by telephone and letter

Each letter will specify the basis of the proposed penalty (e.g., Mr. Smith scheduled trips for 8:00 a.m. on May 15th, 2:00 p.m. on June 3rd, 9:00 a.m. on June 21st, and 9:20 p.m. on July 10th, and on each occasion the vehicle appeared at the scheduled time and Mr. Smith was nowhere to be found) and set forth the proposed suspension (e.g., Mr. Smith would not receive service for 14 days).

Policy for Disputing Specific No-Shows or Late Cancellations

Passengers wishing to dispute specific no-shows or late cancellations must do so within 5 business days of receiving a phone call or letters. Passengers should contact the Collier Area Paratransit operations center at 239-252-7272, Monday through Friday from 8:00 a.m. to 5:00 p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions

Passengers wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Passengers must submit written appeal requests within 15 business days of the date of the suspension letters. Passengers who miss the appeal request deadline will be suspended from CAP on the date listed on the suspension notice.

All suspension appeals follow Collier Area Paratransit grievance/appeal policy.