

# PARATRANSIT SERVICES GENERAL POLICIES AND PROCEDURES



## PARATRANSIT SERVICE CRITERIA

Policy Number: 9.01

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Title: NO-SHOW / LATE CANCELLATION POLICY

Effective: 11/01/13

Supersedes: 10/14/04

### Purpose

Customers who do not use their TheHandi-Van ride reservations add to the cost of providing the service and reduce riding opportunities for other customers. While unexpected events may cause a customer to occasionally miss their ride reservation, there are customers who regularly make TheHandi-Van ride reservations and miss their scheduled trips.

The intent of this policy is to improve TheHandi-Van experience for all customers by providing customers with timely notice as soon should they begin to exhibit a record of unexcused **No-Shows** and **Late Cancellations**, and to reduce the impact of unexcused **No-Shows** and **Late Cancellations** on the paratransit system by enforcing penalties on those customers who demonstrate a pattern and practice of unexcused **No-Shows** and **Late Cancellations**.

### Definitions

1. **"Pick-Up Address"** means the location at which the customer agreed to wait for TheHandi-Van when the ride reservation was made.
2. **"Scheduled Pick-Up Time"** means the date and pick-up time to which the customer agreed when the ride reservation was made.
3. **"Pick-Up Window"** means the 30-minute period starting from a customer's **Scheduled Pick-Up Time**.
4. A **"No-Show"** means a purposeful missing of a TheHandi-Van ride reservation. A No-Show includes any of the following situations:
  - a. The paratransit vehicle arrives at the **Pick-Up Address** during the **Pick-up Window** and the operator of the paratransit vehicle cannot reasonably see the customer approaching the paratransit vehicle within five (5) minutes of the arrival of the paratransit vehicle; or
  - b. The paratransit vehicle arrives at the **Pick-Up Address** during the **Pick-Up Window** and the customer declines to take the ride.

5. A "**Late Cancellation**" occurs when a customer calls to cancel a trip less than two (2) hours prior to the **Scheduled Pick-Up Time**.

Record of No-Shows

1. Oahu Transit Services, Inc. (OTS, Inc.) will keep a record of all **No-Shows** and **Late Cancellations** accumulated by a customer, including **Scheduled Pick-Up Time** and **Pick-Up Address**.
2. **No-Shows** or **Late Cancellations** may be excused when they are for reasons beyond the customer's control, including but not limited to:
  - a. Family emergency.
  - b. Illness/medical condition that precluded the customer from calling to cancel.
  - c. Personal Care Attendant (PCA) or another party didn't arrive on time to assist the customer.
  - d. Customer was inside calling to check on their ride status and was on hold for an extended time.
  - e. Customer's appointment ran long and did not provide an opportunity to cancel in a timely way.
  - f. OTS, Inc. error, including but not limited to:
    - 1) Paratransit vehicle arrival after the **Pick-Up Window**.
    - 2) Paratransit vehicle arrival before the **Pick-Up Window**, and the rider as not ready to board.
    - 3) Paratransit vehicle never arrived.
    - 4) Paratransit vehicle was at an incorrect location.
    - 5) Ride was cancelled in a timely manner, but the cancellation was not recorded correctly or was not transmitted to the operator.
3. All unexcused **No-Shows** and **Late Cancellations** will be calculated as a percentage of the total number of one-way ride reservations made by a customer during a calendar-month period.

4. A customer will be deemed to have a record of "Excessive No-Shows" if unexcused **No-Shows** and **Late Cancellations** constitute  $\geq 20\%$  of the total number of one-way ride reservations made by the customer during a given calendar month.
  
5. A customer will be deemed to exhibit a "Pattern and Practice of Excessive **No-Shows** and **Late Cancellations**" if for three consecutive calendar months, unexcused **No-Shows** and **Late Cancellations** constitute  $\geq 20\%$  of the total number of one-way ride reservations made by the customer during a given calendar month.

Response to Records of **No-Shows** and **Late Cancellations**

Penalties of progressive severity will be imposed as follows:

Customer's No-Show / Late Cancellation Record	OTS, Inc. Responses
One calendar month of excessive <b>No-Shows / Late Cancellations</b>	Advisory to customer informing them that they have a one-month record of excessive <b>No-Shows / Late Cancellations</b> and advised that they could be subject to future penalties if the record of excessive <b>No-Shows / Late Cancellations</b> continues for three consecutive calendar months.
Two consecutive calendar months of excessive <b>No-Shows / Late Cancellations</b>	Advisory to customer informing them that they have a two-month record of excessive <b>No-Shows / Late Cancellations</b> and advised that they will be subject to the following potential future penalties if the record of excessive <b>No-Shows / Late Cancellations</b> continues for a total of three consecutive calendar months: <ul style="list-style-type: none"> <li>• Loss of subscription service, if applicable; or</li> <li>• Restricted to making reservations not more than 24 hours in advance. (Customer will not be able to book a ride more than one day in advance).</li> </ul>

Customer's No-Show / Late Cancellation Record	OTS, Inc. Responses
<p>Three consecutive calendar months of Excessive <b>No-Shows / Late Cancellations</b></p>	<p>Imposition of the following penalties:</p> <ul style="list-style-type: none"> <li>• Customer loses subscription service, if applicable; or</li> <li>• Customer is restricted to making reservations not more than 24 hours in advance. (Customer will not be able to book a ride more than one day in advance).</li> </ul> <p>Customer informed that they will be subject to a 15-day suspension of paratransit service if their record of excessive <b>No-Shows / Late Cancellations</b> continues for a total of four consecutive calendar months.</p>
<p>Four consecutive months of Excessive <b>No-Shows / Late Cancellations</b></p>	<p>15-day suspension from paratransit service.</p>
<p>Second occurrence of four consecutive months of Excessive <b>No-Shows / Late Cancellations</b> during any twelve calendar months</p>	<p>30-day suspension from paratransit service.</p>

Customers will receive information on their accumulated No-Shows / Late Cancellations records and penalties in writing. Customers may appeal a suspension of service. Information on the appeal process, including how to file an appeal will be included if a customer is to receive a notice of the suspension of service.