

Subject: Demand Response Service No-Show Policy
Date of Issuance:
(Requires Action of MAT Board of Commissioners)

Background and Purpose

Middletown Area Transit (MAT) has revised its No Show/Late Cancellation Policy as part of our ongoing commitment to increase efficiency and passenger satisfaction. In accordance with the new policy, service will be suspended for passengers who book trips and then repeatedly fail to board the vehicle, and/or cancel trips less than two hours before the pick-up window. Adherence to the policy benefits all passengers since no shows and late cancellations prevent other passengers from receiving timely and efficient service.

MAT will begin enforcement of this revised policy on January 1, 2018. On that date all no shows and late cancels on a client's current record up to that date will be cleared, and individual records will start with zero occurrences.

Definitions

A "No Show" occurs when a passenger does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute pick-up window. For example, a passenger's 30-minute pick up window is 9:45 am to 10:15 am. The driver arrives at 10:00 am, the driver will only wait five (5) minutes for the passenger to board the vehicle. The driver would consider the passenger a No-Show at 10:05 am.

A "Late Cancellation" occurs when a passenger cancels a trip less than two hours before the start of the 30-minute pick-up window. For example, if the passenger's scheduled 30-minute pick up window is 9:45 am to 10:15 am, the rider must call prior to 7:45 am in order to avoid being a Late Cancellation.

Policy

In order to be subject to a Warning or Suspension, a passenger must have a "pattern or practice" of No Shows, which occurs when:

- A rider has five (5) or more No Shows/Late Cancels in a calendar month; **AND**
- The number of No Shows" and/or Late Cancels represents more than 15% of the trips booked by the rider in a calendar month.

The following are examples of what would and would not constitute a pattern and practice of No Shows:

Example 1: A rider books 20 trips in a calendar month and misses five trips. This rider has a pattern and practice of No Shows because (a) the rider had five No Shows, and (b) those No Shows represent 25% of the total trips booked;

Example 2: A rider books 10 trips in a calendar month and misses four trips. This rider does not have a pattern and practice of No Shows because the rider did not have five or more No Shows in the calendar month. (Note that because there were not at least five No Shows, the fact that the rider missed 40% is irrelevant for purposes of determining whether there has been a pattern and practice of No Shows.)

MAT will consider the relationship of the disability of the rider to the cause of the no show when determining violation.

All suspension periods will begin on a Monday. The length of a passenger's suspension will adhere to the following schedule:

<u>Violation</u>	<u>Length of suspension</u>
First violation in a rolling 12-month period	Warning Letter
Second violation in a rolling 12-month period	7 days
Third violation in a rolling 12-month period	14 days
Fourth violation in a rolling 12-month period	21 days
Fifth and subsequent violations in a rolling 12-month period	28 days

A trip cancelled in accordance with this policy, (i.e., more than two hours before the start of the pick-up window) will not be counted in the total number of trips booked, nor included in the Warning Letter.

MAT will retain records on passenger compliance regarding this policy. A Warning Letter and copy of this policy will be issued upon the first violation. Further violations of this policy will result in suspensions per the above schedule.

If a passenger no shows or late cancels because of circumstances beyond their control, he/she must call Customer Service at: (860) 346-0212 and explain the circumstance for event. At that time, the passenger can request the removal of the No Show or Late Cancel. The office hours of the Customer Service Department are Monday through Friday from 8:30 am to 4:30 pm. However; voicemails may be left for the Customer Service representatives 24-hours a day, 7 days per week.

No Shows or Late Cancellations must be disputed within thirty (30) calendar days after the end of the calendar month in which they occur. Prior to sending a Suspension Letter a MAT appointed No Show/Late Cancellation sub-committee, consisting of the General Manager, the ADA Coordinator and the Operations Office, will review all No Shows and Late Cancels on the passenger's record to ensure that the process and guidelines were followed properly and that the rider's disability was not a factor in the violations being considered. Any No Show or Late Cancel that is found to be in error will be removed from the client's record.

A Rider's Right to Appeal

If a rider disputes a warning letter or suspension under this policy, he/she has the right to file an appeal under the MAT's Administrative Appeals Process. A copy of the appeals policy will be transmitted with every warning letter or suspension letter.

Questions regarding this policy can be directed to:

MAT ADA Coordinator
Middletown Area Transit
340 Main Street
Middletown, CT 06457

Tel: (860) 346-0212
