
CAT POLICY MEMO

POLICY TITLE: Paratransit/Shared Ride No Show and Suspension / Termination Policy

Effective Date: April 1st, 2018

The Capital Area Transit is authorized by federal and state regulation to establish an administrative process to suspend, for a reasonable period of time, the paratransit/shared ride service of customers who establish a pattern or practice of missing scheduled trips, except where the trips are missed for reasons that are not under their control. This Policy implements the administration of no shows.

CAT will record each customer “no show” or “late cancel” as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may be suspended for a reasonable period of time. This policy applies to both advance reservation and subscription trips. A “no show” that occurs beyond the rider’s control does not count against the transit customer.

DEFINITIONS

- A “**no show**” occurs when the vehicle arrives at the pick-up location within the pick-up window, waits the required 5 minutes and the customer does not board the vehicle.
- A “**late cancel**” occurs when a customer cancels a trip less than **one hour** before the scheduled pick up window.

CIRCUMSTANCES BEYOND THE RIDER’S CONTROL

We understand emergencies do occur. “No shows” or “late cancels” are **not** counted when there are situations beyond the rider’s control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Authority errors;
- Medical emergency or hospitalization;
- Family emergency;
- Sudden illness or change in condition; or
- Severe weather conditions making cancellation impossible in a timely manner

Please contact customer service as soon as possible and provide any necessary documentation that will assist in correcting a “no show” or “late cancellation” determination.

CANCELLING A TRIP

Customers are responsible for canceling any trips they no longer need. To cancel a trip, customers must call either 717-232-6100 at least one hour prior to their scheduled trip.

If a customer “no shows” their first trip of the day, for ADA Passenger the subsequent trips will not be automatically canceled. For all other passenger those trips will be canceled. It is the responsibility of the customer to call CAT to alert us for all cancellations.

EXCESSIVE MISSED TRIPS

“No show” and/or “late cancel” trips are considered excessive and will be considered a “pattern or practice” of missed trips when a customer meets or exceeds the following within a calendar month:

- Customer reserved at least 7 trips AND;
- Customer had at least 3 “no show” and/or “late cancel” trips within the rider's control AND;
- The “no show” and “late cancel” trips make up at least 20 percent of the customer's scheduled trips

If a customer meets or exceeds the above criteria the customer will be sent written notification that he/she has met or exceeded the Policy's Excessive Missed Trips threshold and is subject to suspension based on the tiers indicated below.

These three criteria are to ensure that customers with a low number of total trips, “no shows” or “late cancels” are not unfairly restricted by a low sampling volume. The 20% threshold is designed to provide a method of determining “pattern or practice” beyond those minimum trip requirements to ensure a standardized approach. It is calculated by dividing the total number of “no show” and “late cancel” trips by the total number of trips reserved per month.

SUSPENSIONS

Customers that exhibit a pattern or practice of missing trips that are **not** beyond the rider's control are subject to suspension for a reasonable period of time. The following shall apply to violations of the Excessive Missed Trips definition that occur within the same rolling 12-month period.

- 1st Violation: The customer receives a warning letter.
- 2nd Violation: The customer receives a 7-Day suspension.
- 3rd Violation: The customer receives a 14-Day suspension.
- 4th Violation: The customer receives a 21-Day suspension.

In addition, subscription service will be canceled for any customer who is suspended under this Policy. Any suspended subscription service customer must reapply if he/she wishes to be considered for a new subscription. The application will not be considered until 6 months after the end of the suspension period.

Other Reasons for Suspension/Termination

Suspensions of service can be initiated by either the customer or CAT staff. CAT has the right to suspend or terminate service to a client when the following occurs:

- The client no longer needs service
- The client misuses the service
- The client displays uncooperative behavior

Examples of actions which could lead to suspension include, but are not limited to the following:

- Any action that impedes on safe vehicle operation
- Use of obscene language
- Uncooperative, offensive, or immoral behavior

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- Smoking on the vehicles
 - Eating or drinking on vehicles
 - Willful damage to CAT property
 - Willful injury or assault to another passenger, employee or volunteers
 - Willful damage to the property of any CAT representative
 - Reoccurring or unresolved hygiene or incontinence issues
 - Issues related to health and safety of others
 - Any unlawful actions
 - Any transfer of transit script or tickets

NOTICE OF SUSPENSION

CAT will send a notice of suspension to customers in violation of this Policy. If the suspension is associated to Excessive Missed Trips due to “no shows” or “late cancels”, how that determination was made will be indicated. All suspensions will go into effect ten (10) calendar days from the date of the letter notifying the client of service suspension. The notice will also advise customers of the dates when the suspension begins and ends, as well as the date customers can begin to use paratransit service again. Included with this notice of suspension is the “Service Suspension/Termination Appeal Form.”

RIGHT TO APPEAL

Customers who have been notified of a scheduled suspension from CAT have the right to appeal, either in writing or in person.

WRITTEN APPEALS

- Customers must submit the completed “**Service Suspension/Termination Appeal Form.**”
- Customers must submit either the “**Appeal Form**” or a letter documenting why they believe that the violations were charged in error and/or should be excused, including any supporting documentation.
- These documents must be postmarked no later than **4 calendar days** prior to the start of the suspension.

IN-PERSON/OVER-THE-PHONE/EMAIL APPEALS

- Customers must submit the completed “**Service Suspension/Termination Appeal Form.**”
- These documents must be postmarked/delivered/emailed to info@cattransit.com no later than **4 calendar days** prior to the start of the suspension.
- CAT will review the appeal form. If CAT determines the Notice of Termination was issued in error, the customer will be contacted and service will not be interrupted.
- The system’s advisory group will be consulted for feedback on appeals.
- In-person appeals are by scheduled appointment only. Walk-ins will not be seen.

No suspension will take effect if customers have filed an appeal according to the instructions and by the deadlines noted in this Policy, and the Appeals Panel has not determined the outcome of the appeal.

APPEAL DECISION

CAT will advise customers in writing of its decision concerning their appeal. If the decision upholds the suspension, the notice of decision will provide customers with the beginning and ending dates of the suspension period. The decision of the Appeals Panel is final.

Service Suspension/Termination Appeal Form

You have the right to appeal the no-shows/termination with which you were charged. In order for your Service Suspension Appeal to be considered, this form must be returned, postmarked on or before four (4) days prior to the date of the start of the suspension. Your request will not be considered if postmarked after this date, or call CAT Paratransit Administrative Supervisor at 717-232-6100 You can expect to hear the outcome from CAT within (4) days.

(PLEASE PRINT)

Name: _____ Day Time Phone: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Signature: _____ Date: _____

If this application has been completed by someone other than the person requesting review, please complete the following:

Name: _____ Relationship: _____

Address: _____

Signature: _____

Please describe the reason(s) for your appeal:

Use additional paper as needed

Mail to: Appeals, C/O Paratransit Admin Supervisor, 901 N. Cameron St. Harrisburg, PA. 17101