

DIAL-A-RIDE NO-SHOW / LATE CANCELLATION POLICY

GENERAL POLICY STATEMENT

It is the policy of Yakima Transit that Dial-A-Ride (DAR) **Paratransit clients must notify the DAR contractor of trip cancellations.** This policy is established in recognition of the cost of providing DAR service and the ability to serve all clients efficiently.

The Federal Transit Administration (FTA) and Americans with Disabilities Act (ADA) permit transit agencies to suspend ADA riders who “establish a clear pattern or practice of missing schedules trips” after investigation and due process.

DEFINITIONS

A **No-Show** occurs whenever the client is not present or does not board the vehicle within five minutes of the vehicle’s arrival within the 30 minute pickup window. A trip that is cancelled upon the arrival of the driver will be considered a no-show.

A **Late Cancellation** occurs when the client cancels an unneeded trip less than one hour before the start of their scheduled ride.

EXCUSED NO-SHOWS

No-shows for reasons that are beyond the rider’s control will not be counted. Examples of excused no- shows include, but are not limited to:

- Family Emergency
- Illness that prevents the rider from calling to cancel
- Personal attendant or another party who didn’t arrive on time to assist the rider
- Rider was inside calling to check the ride status and was on hold for an extended period of time
- Rider’s appointment ran long and did not provide the opportunity to cancel in a timely way
- Rider’s mobility aid failed
- Natural disasters (e.g., flood, earthquake, etc.)
- Yakima Transit Contractor error; administrative error in noting cancellation, trip incorrectly scheduled, etc.
- Vehicle arrival outside of the scheduled pickup window

Repeated excused no-shows, regardless of reason, may be subject to review.

PROCEDURES

In the event a client has multiple trips scheduled for a day and does not show up for any trip, they will be charged with a no-show for each ride. Contractor staff will attempt to contact the client by telephone prior to the next scheduled trip to determine if the rest of the days’ trips are to be cancelled. If DAR is unable to reach the client, a vehicle will be sent to the client’s next scheduled destination. **If the client again no-shows, the rest of the day’s trips will be cancelled.** If the client calls in from a later scheduled destination within the scheduled timeline inquiring about their ride, a vehicle will be sent to transport them on the rest of their scheduled rides for the day.

DAR will not strand riders who have been transported to their destinations, but no-show for their return trip. Upon notification that the rider is ready for their return trip, a vehicle will be sent as soon as possible; however, no pickup-window will be guaranteed. Abuse of this policy or another demonstrated pattern of behavior that disrupts DAR service may result in a suspension of service. Other disruptive behavior includes but are not limited to: failure to remain seated when a vehicle is in motion, failure to wear a seatbelt, refusing to board or deboard the vehicle in a timely manner, or failure to present the required fare.

After the second no-show in a 30 day period of time, DAR will attempt to contact the client within two business days to determine the reason for the no shows and warn of possible repercussions of additional no-shows or late cancellations. If the client is unreachable by telephone, a letter citing the no-shows or late cancellations, including the dates they occurred, will be sent to the client. During this process the client will be given the opportunity to provide

explanations for their no-shows. Should the no-shows be determined excusable they will be removed from the client's record and no longer counted toward the no-show percentage or point balance outlined in the procedure below. For inquiries regarding the status of a potential excused no-show a client may contact Yakima Transit through any of the following channels:

Telephone: (509) 575-6175

Email: AskTransit@YakimaWA.gov

In person: 2301 Fruitvale Blvd, Yakima, WA 98902

Fax: (509) 576-6414

Mail: Yakima Transit, 2301 Fruitvale Blvd, Yakima WA, 98902

NO-SHOW / LATE CANCELLATION POINT AND SUSPENSION SYSTEM

The following penalty points are assigned:

- No show = 1 points
- Late cancellation = 1/2 point

In any calendar month, any customer who has booked ten (10) trips or more and has no-showed or late cancelled at least 10% of those trips will be reviewed for suspension. Additionally, to ensure that only habitual offenders are suspended, a client must accumulate three or more penalty points to receive a suspension. A client will be subjected to suspension only if both the minimum number of trips and the minimum number of penalty points are reached during the calendar month. (A trip cancelled in accordance with our policy, i.e. more than one hour before the start of the pick-up window, will not be counted in the total number of trips booked, nor will it receive penalty points.)

Definition of a violation: the combination of 10% no-shows or late cancellations (based on ten trips) and 3 penalty points received in the same calendar month.

If, in any calendar month, any customer who has booked ten (10) trips or more and has no-showed or late cancelled at least 10% of the time as well as accumulated three or more penalty points will be deemed to have a violation for that month.

On the first day of each calendar month a client's record will be re-set and any no-shows or late cancellations received in the previous month will no longer be considered for the purpose of suspension. The 10% no-show rate (based on ten or more trips) and penalty points must all occur within the same calendar month for a suspension to be imposed.

Suspensions will begin on a Monday and be imposed as follows:

- Upon a first violation in the calendar year, a customer receives a warning letter.
- Second violation: 7-day (1-week) suspension
- Third violation: 14-day (2-week) suspension
- Fourth violation: 21-day (3-week) suspension
- Fifth and subsequent violations: 28-day (4-week) suspension

Violation counts will reset each calendar year. For instance, if a client received their second violation in November of 2019 and then received their next violation in January of 2020, the January 2020 violation would be considered the first violation of that calendar year. In this instance the client would only receive a warning letter, not escalating suspension penalty based off of the previous year's violations.

Should a client meet the violation threshold within the final week of a calendar month, their suspension may either continue into or begin in the next calendar month. For example, if a client receives their second violation on Wednesday, October 30th their suspension would begin the following Monday November 4th, and continue to Monday, November 11th.

APPEAL RIGHT

Upon receiving a notice of suspension, a client has the opportunity to appeal the suspension. Contact the Yakima Transit in writing to appeal no-shows and/or suspensions. **Appeals must be made within fourteen (14) days of the date of notice.** Mail appeal to: Yakima Transit, 2301 Fruitvale Blvd, Yakima, WA 98902.

The pending suspension will be placed on hold to give the client an opportunity to present information relevant to the suspension. If the appeal process takes more than 30 days, the client will be made temporarily eligible for DAR service until final determination is reached.