

General Policy Statement on No-Shows

The Regional Transit Authority (RTA) understands that because The Lift service requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. The RTA also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely manner for reasons that are beyond their control. However, repeatedly missing scheduled trips or failing to cancel trips in a timely manner can lead to suspension of service. The RTA has an administrative policy to suspend for a reasonable amount of time any ADA eligible individual who establishes a pattern or practice of missing scheduled trips. All potential suspensions will be reviewed on a case by case basis. Clients will be notified in writing that the RTA has reviewed their trips and plans to issue a suspension. The following information explains The RTA's no-show policy.

Definitions: No-Show, Pickup Window, and Late Cancellation

No-show

A rider is given a no-show when the vehicle arrives within the window time and he/she fails to board the vehicle within 5 minutes of the arrival. If the customer is not present for boarding, the driver will request the dispatcher to make a good faith effort to call the client before authorizing the driver to proceed to his next destination.

Pickup Window

The pickup window is defined as the time beginning 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of 5 minutes within the pickup window for the rider to appear.

Late Cancellation

A late cancellation is defined as either: a cancellation made less than 1 hour before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

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

The RTA does not count as no-shows or late cancellations any missed trips due to our error, such as:

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

The RTA does not count as no-shows or late cancellations situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the paratransit office when experiencing no-shows or late cancellations due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-shows

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

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

The RTA reviews all recorded no-shows and late cancellations to ensure accuracy before recording them in a rider's account.

Each verified no-show or late cancellation consistent with the above definitions counts. In any calendar month, any customer who has booked ten trips or more and has no-showed at least 30% of those trips will receive a suspension notice. Only habitual offenders will be suspended. If the no-show is beyond the customer's control, the client should contact the Paratransit office to explain the circumstance and request the no-show be removed from their record.

Only actions within the control of the individual may count as a pattern or practice of a no-show. Riders will be subject to suspension after they meet all of the following conditions:

- Have booked at least ten trips that month
- Have "no-showed" or "late cancelled" at least 30% percent of those trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. The RTA will notify riders by telephone after they have accumulated the minimum 20% of their trips and would be subject to suspension should they accumulate the additional 10% of no-shows and late cancellations that month consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, information on disputing no-shows or late cancellations, and how to appeal suspensions.

Suspensions begin on Mondays. The first violation in a calendar year triggers a **warning letter** but no suspension. Subsequent violations result in the following suspensions:

- Second violation: 5-day suspension
- Third violation: 10-day suspension
- Fourth violation: 15-day suspension
- Fifth and subsequent violations: 30-day suspension

Policy for Disputing Specific No-Shows or Late Cancellations

Riders wishing to dispute specific no-shows or late cancellations must do so in writing within 10 business days of receiving a suspension letter. Letters should be addressed to the RTAs Director of Paratransit Service at 2817 Canal Street, New Orleans, LA 70119. The letter must explain the circumstances for the no-show or late cancellation infraction, and request the removal of the no-show or late cancellations from their record. A complete investigation will be conducted and written notification will be forwarded to the customer after the receipt of the written appeal.

ⁱ For transit agencies that choose to count late cancellations as well as no-shows.