

## KITSAP TRANSIT NO-SHOW POLICY

Kitsap Transit's *ACCESS* mission is to provide origin to destination Paratransit service to passengers while complying with the Americans with Disabilities Act (ADA) regulations for Paratransit services. To encourage responsible trip scheduling and use, the ADA allows public transit systems to establish and enforce a No-Show policy. The No-Show policies and procedures for *ACCESS* were developed in accordance with the Federal Transit Administration (FTA) guidelines for ADA complementary Paratransit service.

### Policy

It is the policy of Kitsap Transit *ACCESS* to record each customer's no-shows and apply appropriate sanctions when customers establish a pattern or practice of excessive No-Shows. The policy is necessary in order to recognize the negative impact No-Shows have on the service provided to other passengers.

### Procedures

**Scheduling Trips:** *ACCESS* schedules pick-up and return trips separately. In accordance with FTA Regulations, *ACCESS* assumes all scheduled return trips are needed unless notice is given by the passenger or their representative. If a passenger is a No-Show their first trip of the day, *ACCESS* will not automatically cancel subsequent trips of the day. This is consistent with FTA regulations. If, however, the passenger does not need the subsequent trip(s), they should cancel them as soon as possible out of courtesy for other riders.

*ACCESS* will not strand passengers who have been transported to their destination, but are not there when they are scheduled for their return trip. Upon notification that the passenger is ready for their return trip, a vehicle will be sent as soon as possible; however, no pick-up window will be guaranteed.

### Definitions

A No-Show is a trip that has not been canceled at least two (2) hours prior to the scheduled pick-up time. If a passenger fails to board the vehicle within five (5) minutes of the arrival of the vehicle, as long as the driver arrives within the pick-up window, the passenger will be charged with a No-Show. A No-Show occurs when:

- There has been no call by the passenger (or the passenger's representative) to cancel the scheduled trip time AND
- The vehicle arrives at the scheduled location within the 30-minute window AND
- The operator cannot reasonably see the customer approaching the vehicle after waiting five minutes AND
- The Dispatch office is notified. At this time, Dispatch will verify that the operator is at the correct location.

A No-Show may also be charged when:

- The driver arrives and the passenger cancels his/her ride.
- The passenger arrives to take the ride as the driver is leaving.

## KITSAP TRANSIT NO-SHOW POLICY

If the passenger has a No-Show, the passenger will be notified by either post card sent to the mailing address on file, or by email (only by request) within the next five (5) business days. The post card will notify the passenger of how many No-Shows have occurred in the last 30 days. If the passenger feels that the No-Show should be excused, they should contact *ACCESS* at the reservation phone number as soon as possible.

No-Shows for reasons that are beyond the passengers control will not be counted. Examples of excused No-Shows include, but are not limited to:

- Illness
- Sudden turn for the worse in someone with a variable condition
- Accidents
- Family emergency
- Personal Care Attendant who did not arrive on time to assist the rider
- Passenger's appointment ran long and did not provide opportunity to cancel in a timely way
- Passenger's mobility aid failed
- LATE connecting transportation: late transfer trip, train, etc. caused the passenger to miss the trip
- APPOINTMENT CANCELED/DELAYED for reasons that are not the passenger's fault
- ACTS OF GOD: Flood, earthquake, etc.
- STAFFING ERROR: Staff did not note the cancellation request or passenger just realized that staff scheduled the trip inconsistently with the passenger's request
- Another person canceled passenger's appointment
- Bus arrival past the scheduled pick up window

Repeated failures to take scheduled trips, regardless of the reason, are subject for review.

Trips can be canceled 24 hours a day by calling the regular *ACCESS* phone number.

### No-Shows that are not excused

No-Shows are not excused when the trip is not canceled at least two (2) hours prior to the scheduled pick-up time and is missed for one of the following reasons:

- Passenger didn't want to travel today
- Passenger changed their mind about using appointment
- Passenger didn't know that he/she had a ride scheduled or was supposed to call to cancel
- Passenger got another ride
- Passenger told someone else he/she was not planning to travel (driver, facility, etc.) or someone else booked the ride for him/her

## KITSAP TRANSIT NO-SHOW POLICY

- Passenger does not want to ride with specific driver or passenger, or on a specific vehicle

### Pattern or Practice of Excessive No-Shows

A pattern or practice involves intentional, repeated or regular actions that are not isolated, accidental or singular incidents.

### Calculation Method to Determine No-Shows and/or Late Cancellations

At the end of each month, those passengers who have been recorded as having 5 (five) or more No-Shows will be reviewed to identify the passenger's trip and No-Show history as well as their frequency of travel. Each No-Show will be verified as being correct before sanctions or suspensions are proposed.

Those passengers whose No-Show rate is more than 5 (five) in a month and is in excess of the average passenger No-Show rate for the month may have sanctions or suspensions imposed if the No-Shows are determined to constitute a pattern. Excused occurrences are not part of the calculation.

The formula for determining the average No-Show rate is:

$$\text{Total trips per month/No-shows} = \text{Average No-show rate for the month}$$

### Sanction for Excessive No-Shows

*ACCESS* wants customers to take the trips they request. However, repeated failures to take trips as scheduled, regardless of the reason, are subject for review.

If a passenger is determined to have an excessive No-Show rate, he/she will be notified in writing (or email by request) of a requirement to confirm the next four (4) one-way trips or two (2) round trips. If during the subsequent calendar month the passenger has a No-Show rate of 10% or more again, he/she will be required to confirm the next eight one-way trips (or four (4) round trips).

Sanctions will be imposed no sooner than seven days after the notice has been sent. The notice will include the start date for the sanctions. When the passenger reserves trips, the reservations staff will remind him/her to confirm their trip the next day and that failure to do so will result in the trips being automatically canceled. If *ACCESS* does not receive a confirmation call from the passenger within an hour of the start of the pick-up window, both legs of the trip will be canceled. The sanction will be lifted once the required confirmation calls have been completed.

If the pattern of excessive No-Shows continues to a third consecutive month, *ACCESS* will temporarily suspend service for a period of up to seven (7) calendar days. Before *ACCESS* temporarily suspends

## KITSAP TRANSIT NO-SHOW POLICY

service, the passenger will be notified and provided ample opportunity (not to exceed 30 calendar days) to make alternate arrangements. Transportation to and from Medical appointments may be provided at the discretion of Kitsap Transit.

If a passenger is subject to sanction or suspension, the passenger will be sent, by the fifth day of the month, a letter (or email by request) notifying him/her of the sanction or suspension and what it means. The letter or email will provide a summary of the verified occurrences and information about appeals. Notification of sanctions or suspensions will be made at least seven (7) days prior to the start of any sanction or suspension.

Suspensions will be made in a progressive manner with the first suspension being one or two days or up to one week, and subsequent suspensions being twice the original suspension.

### Suspension of Service Appeals Process

Passengers may appeal a suspension decision by notifying Kitsap Transit's Lead Customer Service Representative who will contact the passenger within five working days of receiving the notification to schedule a meeting time to hear the appeal.

*ACCESS* service shall be provided to the passenger during the time that the appeal date is being determined, to attend the appeal hearing, and until the appeal is resolved. If the person refuses to attend the appeal hearing, *ACCESS* service shall be suspended until either an appeals hearing is completed, or for seven (7) calendar days, whichever is shorter.