Comprehensive No-show/Late Cancellation Program

TCRP Synthesis 60 suggests that a comprehensive no-show program requires:

- Realistic expectations of consumers and drivers
- Consistently applied operating procedures, particularly with respect to dispatch and drivers declaring an apparent consumer no-show
- A means for consumers to cancel trips as far in advance as possible, including during times when the agency is not open for business
- Good documentation based on a reliable, consistent method of recording no-shows and late cancellations
- Effective computer programs that capture accurate information and produce reports that facilitate analysis
- A system for sending letters to notify consumers about no-shows on a regular—perhaps daily—basis
- An effective process for determining excused no-shows based on consistently applied criteria
- A way to monitor no-shows and late cancellations on an ongoing basis and to impose suspensions at the appropriate time
- Appropriate technological tools, such as computerized scheduling and dispatching, along with AVL and other technologies to manage no-shows and late cancellations
- Public outreach to solicit input and educate consumers and their caregivers about the negative effects of no-shows and late cancellations
- A recognition that imposing sanctions must be done with due process and concern for individuals who might rely on paratransit as their only source of transportation

Resources

FTA Topic Guide 7
http://dredf.org/ADAtg/noshow.shtml

TCRP Synthesis 60
http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_syn_60.pdf

TCRP Report 124
http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_124.pdf

TCRP Report 136
http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rpt_136.pdf

Suggestions for Procedures and Forms

Suggestion	Description
1	Utilize an automated scheduling system, which typically allows for recording faster changes while talking to the consumer.
2	Use a detailed trip reservation form that includes all information needed if recording trips manually.
3	Have dispatchers/reservationists record information while talking with the consumer and repeat it back to the consumer to ensure reliability of information gathered.
4	Make changes and cancellations for same-day trips immediately. Make changes and cancelations for future trips when convenient (e.g., at the time of the call).
5	Use a trip-change form to record changes to make later, after terminating contact with the consumer. This improves agency efficiency when experiencing a large number of trip changes.
6	Use a form to record changes to subscription/standing order trips that tracks the history of changes. Keep the form in the consumer's file documenting the change request.
7	Use a form to record trip changes or added trip information if your agency requires drivers to record information on paper manifests. Provide the driver with proper instruction regarding the form's use (e.g., recording, in full, all information requested).
8	Train dispatchers to dispense trip information in a standard format to facilitate drivers' use of the form in suggestion #7.

Determining and Handling No-Shows

Determining a No-Show	
Steps	**Description**
1	Driver reports no-show to dispatcher and verifies the actual pick-up time and address to ensure correct information. (Common address errors include recording incorrect endings such as "street," "road," and "lane.")
2	Dispatcher attempts to contact consumer by phone.
3	Dispatcher verifies the driver made an unsuccessful attempt to physically locate consumer.
4	Driver waits five minutes after the scheduled pick-up time before consumer is considered a no-show.
Handling a No-Show	
Steps	**Description**
1	Dispatcher documents circumstances of the no-show event, recording arrival time, attempts to contact consumer, and time driver left.
2	Driver leaves a "no-show door hanger" on consumer's door.
3	Dispatcher cancels consumer's remaining trips for that day.

Suggestions for Recording No-Show/Cancellation Data

Suggestion	Description
1	Record and monitor (monthly) no-shows and late cancellations to resolve problems before they become excessive.
2	Categorize no-shows to help determine responsibility for the no-show (consumer or agency). Use the following categories: 1. consumer no-show and a. driver is on-time b. driver is late 2. consumer cancellation on driver arrival due to a. unpreventable cause (e.g., illness/emergency) b. preventable cause (e.g., consumer forgot to cancel) c. undetermined cause (consumer cannot give a reason) d. address error by • consumer • reservationist • dispatcher • unknown
3	Record cancellations by trip purpose or location (helpful in addressing chronic cancellations). **Example:** workshops for persons with disabilities might be closed on certain holidays, but consumers with subscription trips might forget to cancel trips.
4	Track workshop locations and work with host facilities to provide holiday schedules to consumers. Be proactive in contacting consumers to cancel trips in advance.

Example of Web Notice about Policy Change & Postcard Notice of No-Show Occurrence

Source: New Jersey Transit website for their Access Link ADA service

The information below is direct from http://www.cityofmadison.com/metro/paratransit/noShow.cfm.

No-Show Notices and Penalties Have Changed

Riders now must cancel rides 60 minutes prior to ride reservation time.

- Riders that do not show for rides or cancel less than 60 minutes prior will receive a no-show.
- Riders receive a no-show notice postcard in the mail for any day they have no-shows. The postcard lists the ride date, time and location of the missed or late cancelled ride.
- Excessive no shows and late cancels can result in suspension of service.

Backside of Postcard, Front Contains No-Show Details

Example of Customer Education on Trip Timing

Source: New Jersey Transit website for their Access Link ADA service

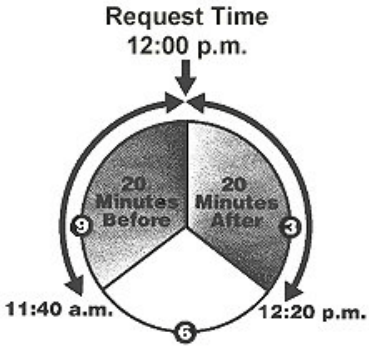
The information below is direct from
http://www.njtransit.com/tm/tm_servlet.srv?hdnPageAction=AccessLinkTo.

As New Jersey's public transportation provider, NJ TRANSIT has specific guidelines that must be followed in providing ADA paratransit. We have developed the following guidelines to help you understand NJ TRANSIT's ADA paratransit service known as Access Link.

Pick-Up Time (20-Minute window)

- Once we have agreed upon a scheduled pick-up time, your Access Link vehicle is scheduled to arrive within a "window" of 20 minutes before to 20 minutes after your scheduled pick-up time. It is important that you keep the 20 minute window in mind when reserving trips and when waiting for your vehicle.

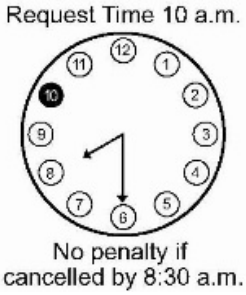
Example: Your scheduled pick-up time is 12:00 p.m. A vehicle will be scheduled to arrive for your trip between 11:40 a.m. and 12:20 p.m.



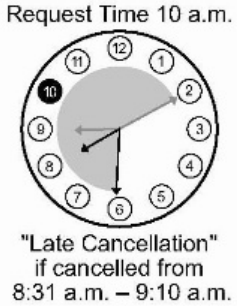
- Access Link vehicles are required to wait up to five minutes for a customer to come out and board. If you do not come out within five minutes, the vehicle will depart without you and you will be declared a "No-Show." We suggest you wait indoors during inclement weather in a location where you can see the vehicle and will be able to reach it within the five minute wait time (see Terms and Definitions, "Wait Time").
- If your vehicle has not arrived by the end of your 20 minute window please call Access Link at 1-800-955-2321. A Service Monitor will give you information about the status of your trip.

Access Link Cancellation and No-Show Policy

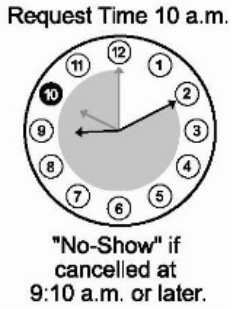
- **<u>Cancellation:</u>**
  For a cancellation to be considered **"advanced"** customers must notify/call Access Link 90 minutes or more before the scheduled pick-up time. (Call 1-800-955-2321 and choose the "certified Access Link rider" menu option, then choose the "cancel your ride" option.) Please cancel any unnecessary trips to avoid taking up seats for other customers.



- **<u>Late Cancellation:</u>**
  Your trip will be considered a **late cancellation** if you notify Access Link more than 50 minutes but less than 90 minutes before your scheduled pick-up time. If you accumulate four late cancellations within a 30 day rolling period, you will be notified by mail that you are out of compliance with our late cancellation policy and you may be temporarily suspended from service.



- **<u>No-Show:</u>**
  Your trip will be considered a **no-show** if you do not call at least 50 minutes before your scheduled pick-up time, or you do not board the vehicle before or during the five minute wait time. A total of three no-shows in a 30 day rolling period or less will be grounds for suspension and you will be notified by mail that you may be **temporarily suspended**from the service. Customers incurring no more than two no-shows during a 30 day period or less may receive a courtesy warning letter advising them that they will be out of compliance with the no-show policy upon incurring three or more no-shows in a 30 day period or less.



  Customers may receive warning letters and suspension letters simultaneously and/or may receive a suspension letter alone depending on the order of the no-show occurrences. If you feel the violations are incorrect you may request an appeal to dispute the no-shows that caused this suspension. The initial suspension period is for 7 days. If you continue to incur no-shows, multiple suspensions will lead to an increase in the length of the suspensions. This information is explained in more detail in the suspension letter that you will receive.

Please Note: If you no-show a scheduled trip, you must notify Access Link within 60 minutes in order to confirm any trip reservations for later that day.

Examples of Encouraging Customer Information

Source: TCRP Report 124, Page 118

LIFT customers count

You make a difference when you are ready to leave at the time your pickup window begins

Being on time is very important to LIFT customers, and to the LIFT program. LIFT does its best to make pickups within the 30-minute pickup window that is set when the trip is scheduled.

Being prepared to leave at the starting time of the pickup window helps LIFT stay on schedule. Customers who are ready to leave promptly when the driver comes to the door save valuable minutes that help keep their trip and others on-time.

Tips on "being ready:"

- When reserving a trip, write down the trip date and the times the pickup window begins and ends
- Before the pickup window time, gather together items you will be taking with you
- At locations other than home, wait near the door where the LIFT operator will be able to see you and ask for you by name

LIFT understands that, on occasion, a customer may be delayed in coming out the door after the LIFT operator has arrived. If a customer is unexpectedly delayed, the LIFT operator will wait up to five minutes. The five minutes is not meant to be extra time for a customer to use on every pickup.

You make a difference when you're ready! Thank you.

TRIMET®
See where it takes you.

Source: TCRP Report 136, Page 79

Good Things to Know . . .

- Be ready to be picked up 15 minutes early
- Drivers will wait for you about 5 minutes
- *It's the law* ... passengers must wear seat belts
- For everyone's safety, there can be no smoking, eating or drinking in Bay Transit vehicles
- Although we know how much you appreciate your driver, tipping is not allowed
- Weather conditions may cause cancellation of bus service, please listen closely to local radio stations for information
- Children under 12 years of age must be accompanied by an adult to ride on Bay Transit

Bay Transit is a service of Bay Aging. Bay Aging, a non-profit, 501(c)(3) organization has been serving the Middle Peninsula and Northern Neck since 1978.

BayTransit

5306 Old Virginia Street
P.O. Box 610
Urbanna, Virginia 23175

Examples of No-Show Door Hanger/Note

Source: TCRP Synthesis 60, Page 29

OOPS!

Usted no se presentó para su cita

Hoy, _____ a las _____ ,

_____ no estaba listo para ser recogido. **EL SUN METRO/LIFT** tiene un sistema de notar personas que no se presentan para sus citas. Si su nombre esta apuntado varias veces, ésto puede afectar su uso de los servicios de **SUN METRO/ LIFT.** Por favor sea responsable en cumplir cmon sus citas. La línea de cancelación es (533-9335), y esta disponible 24 horas al dia. Si usted hizo una cita para que lo recoga el LIFT y ya no va a necesitar éste servicio, usted debe cancelar él viage no menos de dos horas antes de su cita. Gracias por aceptar la responsabilidad de estar listo para ser recogido o cancelar el servicio que no se nesecita.

PARA INFORMACIÓN ADICIONAL VÉASE EL INTERIOR DE ESTE FOLLETO.

SUN METRO

OOPS!

You were a NO-SHOW

Today _____ at _____ ,

_____ was not available for a scheduled pick-up. **SUN METRO/LIFT** does have a **NO-SHOW** policy and having a record of no-shows will affect your ability to request the use of **SUN METRO/LIFT.** Please, be responsible for your scheduled trips. The **SUN METRO/LIFT** cancellation line (533-9335) is in operation 24 hours a day. If there is a trip request which is no longer needed, you must cancel the trip no later than 2 hours before the scheduled pick-up time. Thank you for accepting the responsibility to either be available for your scheduled trips or to cancel requests no longer needed.

LOOK INSIDE FOR ADDITIONAL INFORMATION.

SUN METRO

Source: TCRP Synthesis 60, Page 30

IMPORTANT NOTICE!

TRIP#_____

RUN#_____

Passenger:

_____

A vehicle was dispatched to you on date:

It arrived at location:

_____

time:_____ and you were not found, not ready, or you elected not to go.

The ACCESS LYNX User's Guide states: If you decide not to ride with us, it is very important that you cancel your trip at least three (3) hours before your scheduled pick-up time. If a vehicle arrives to pick you up and you are not there, or you do not board the van as scheduled, you will be considered a "No-Show" and your services may be suspended. If this is not your first occurrence, you may receive a letter of warning or notice of suspension. You may appeal this process if you have information that is contrary to that noted above.

ACCESS LYNX
PARATRANSIT PARTNERSHIP

445 W. AMELIA ST., SUITE 800 • ORLANDO, FL 32801-1128 • 407-423-TRIP (8747)

Example of Appeals Process Information

Source: TCRP Synthesis 60, Page 30-31

"Another element that needs to be clearly documented is the appeals procedure. The UTA in Salt Lake City has documented a step-by-step appeals process for passengers to follow, which is provided with letters of suspension."

UTAH TRANSIT AUTHORITY
ADA PARATRANSIT
APPEALS PROCESS

(For Riders Who Choose to Appeal a Suspension)

STEPS MUST BE FOLLOWED IN ORDER LISTED BELOW OR YOU WILL LOSE THE OPPORTUNITY TO APPEAL THE SUSPENSION.

STEP #1
To appeal your service suspension, you must make either a verbal or written appeal of suspension to the Customer Support Administrator. This must be done within 7 calendar days after the date of the Letter of Suspension.

STEP #2
If you disagree with the decision made in Step #1, your appeal is sent for an automatic second review. This review will be made by the Riverside Division Manager. You will be notified in writing of the Division Manager's decision.

STEP #3
If you disagree with the decision made in Step #2, you may appeal that decision. To make your appeal, you must send a WRITTEN request to UTA's ADA Compliance Officer. Your written request for appeal must be received by UTA within 5 calendar days after the date of the written decision in Step #2, from the Riverside Division Manager.

Contact Information:

Address: Utah Transit Authority
P.O. Box 30810
Salt Lake City, UT 84130-0810
Attention:

Customer Support
Administrator Salt Lake Area 287-4672
Toll Free 1-888-743-3882, ext. 4672
Fax 287-4565
TTY 287-4657

ADA Compliance
Officer Salt Lake Area 287-3536
Toll Free 1-888-743-3882, ext. 3536
FAX 287-4675

ALTERNATE FORMAT UPON REQUEST