

## **MAT Paratransit Customer No-Show and Late Cancellation Policy** **Effective October 18, 2015**

To reduce the MAT Paratransit “No-Show” and “Late Cancellation” rates, enabling us to operate more effectively and efficiently, we are updating our Late Cancellation and No-Show policy effective October 18, 2015. This policy change will also allow MAT Paratransit to better serve its many customers by ensuring more timely service.

### **Cancellation Procedures**

Rides must be cancelled at least two hours prior to the scheduled pick-up time, otherwise the ride will be considered a no-show and be subject to penalties. Please be courteous to others who may need a ride and call in your cancellation as soon as possible.

If the rider is not present and ready to go when the vehicle arrives and the driver waited 5 minutes, the ride is considered a no-show. The prescheduled return ride will stay on the schedule unless the rider calls to cancel it. If the rider is not present for the prescheduled return ride, that ride will be considered an additional no-show.

The reservationist's clock is the correct time for determining lateness of cancellations. To take differences in clocks into consideration, an individual may cancel up to five minutes late (one hour and 55 minutes before their scheduled ride) and still be considered on time.

### **Penalties Imposed for "No Shows" [Federal Regulation 49 CFR '37.125(h)]**

If a rider does not appear for a scheduled trip or did not cancel the ride at least two hours prior to the scheduled trip, that rider is considered a no-show.

No-shows take up a trip that might have been filled by another passenger and may reduce the number of passengers that can be provided service. Therefore, no-shows are considered to be detrimental to transit service and penalties are imposed as follows:

A no-show occurs when a customer does not appear within five minutes of the vehicle's arrival within the 15-minute window before or after their scheduled pick up time. For instance, if a customer schedules a ride at 2 p.m., they can be picked up anytime between 1:45 p.m. and 2:15 p.m. If the vehicle arrives at 1:50 p.m., the customer has until 1:55 p.m. to appear without being documented as a No-Show. Each No-Show is documented and counted as one (1) penalty point.

A “Late Cancellation” occurs when a customer cancels a trip less than two hours before the scheduled pick up time. For instance, if a customer schedules a ride at 10 a.m., may cancel their ride up until 8 a.m. without being documented as a Late Cancellation. Each Late Cancellation is documented, treated as a No-Show, and counted as one (1) penalty point.

Any 30-day period that a customer has “no-showed” or “late cancelled” at least 10% of their scheduled trips, he/she will become eligible for suspension. To ensure suspension of only those customers that have an established pattern or practice of scheduling trips then not taking them, a customer will have to accumulate three or more penalty points to receive a suspension. A customer will be subject to suspension only if both the 10% minimum and the minimum number of penalty points are reached during the 30-day period.

The length of a customer's suspension will adhere to the following schedule:

- First violation: 7-day (1-week) suspension
- Second violation: 14-day (2-week) suspension
- Third violation: 21-day (3-week) suspension (Loss of Subscription)
- Fourth and all subsequent violations: 28-day (4-week) suspension (Loss of Subscription)

No-Shows and Late Cancellations due to a MAT Paratransit error will not be counted nor will they receive penalty points. Upon a customer's first No-Show or Late Cancellation in the calendar year, a warning letter will be sent. No further warnings will be issued.

Violations of this policy will result in suspension per the above schedule. If a customer No-Shows or Late Cancels because of circumstances beyond their control, they may call the MAT Paratransit Mobility Manager at 701-476-5967 to explain the circumstance and request the review and/or removal of the No-Show or Late Cancellation. Such circumstances include sudden illness, family emergencies, and medical appointments that run longer than expected as well as circumstances due to the individual's disability and beyond their control.

A trip cancelled in accordance with our policy (i.e. more than two hours 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. Customers may cancel their trip in advance by contacting the MAT Paratransit reservationists at 701-235-4464.

Subsequent trips after a no-show scheduled for the same day will **NOT** automatically be cancelled and will need to be cancelled by the customer if they do not intend to take them. If they are not cancelled by the customer and the customer No-Shows, these trips will be counted in the total number of No-Shows and Late Cancellations for the 30-day period and appropriate penalty points will be assessed.

MAT Paratransit will notify riders of all suspensions by sending a written letter at least two weeks in advance. The letter will identify the points assessed to their record that lead to the suspension. No-Shows or Late Cancellations must be disputed within 30 days from the date in which they occur. Prior to sending a suspension letter, MAT Paratransit will review all No-Shows and Late Cancellations to ensure that the process was followed properly and an accurate count is represented. Any No-Show or Late Cancellation that is found to be in error will be removed from the customer's account.

### **Appeals Process for Service Suspension**

If the rider wishes to appeal the determination to suspend service due to a practice of missing scheduled trips, a written appeal must be filed within two weeks of the date of the letter of notification.

The process for appeal will be included with the suspension letter.

During the appeals process, eligibility for service will be reinstated pending resolution.

To appeal a suspension of MAT Paratransit service, please submit an appeal in writing within two weeks.

Send appeal to:  
Metro Area Mayors' Committee for People with Disabilities  
C/o MATBUS  
650 23rd Street North  
Fargo, ND 58102