



Item 8(c)

P.O. Box 609  
Burlington, VT 05402

## CCTA POLICY O-5

Phone (802) 864-0211  
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### CCTA ADA Complementary Paratransit Services No Show Policy

#### I. PURPOSE

The reduction of No Shows provides more service opportunities for all customers. If a customer cannot make a scheduled trip, s/he should make every effort to cancel no later than two (2) hours before the scheduled pick-up time.

#### II. POLICY

If a customer fails to board the vehicle within 5 minutes of the arrival of the vehicle, as long as the driver arrives within the 30 minute pick-up window, the customer will be charged with a No Show.

Should a customer be a No Show for a scheduled trip, all subsequent trips for that day will be automatically canceled (to prevent additional No Shows) unless the customer requests, at least two hours before the next trip, that the trip be maintained. No Shows that occur because of an emergency situation beyond the customer's control will be considered "non-chargeable no shows," provided the customer provides an explanation with documentation or with a phone call.

#### **Chargeable No Shows**

Scheduling a trip and then failing to use the service without properly canceling causes serious transportation and scheduling problems for the ADA complementary paratransit service provider and for all of our customers. A chargeable no show violation will be added to your record when:

1. the vehicle arrives on time and you fail to board within the five minute grace period, or
2. you fail to cancel a scheduled trip, or
3. you choose not to ride the vehicle after it arrives on time at the scheduled pick-up location.

### **Penalties for Chargeable No Shows**

After each occurrence of a No Show, the customer will receive an invoice and a letter recording the No Show with a warning that if there are repeated occurrences his/her ridership will be temporarily suspended as follows:

1. Each No Show: The customer is billed for the full fare for each leg of the trip. Service can be discontinued when the customer is in arrears for No Show billings.
2. Three No Show occurrences in any 90 day period: Two week suspension.
3. Six No Show occurrences in any six month period: Two month suspension.
4. More than six no shows in a six month period: Six month suspension.

### **III. APPEALS**

Under the ADA before any paratransit customer can be suspended from the service, the individual must have an opportunity to appeal. Appeals must be forwarded in writing to CCTA, PO Box 609, Burlington, VT 05402 within 14 days of receipt of a notice of suspension. CCTA will respond to all appeals in writing with seven days of the receipt. If a customer chooses not to appeal, the suspension will become effective 30 days after the official notification.

**Adopted by the CCTA Board of Commissioners on January 22, 2003.**

**BY:**

  
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**Samuel P. Osborne, Secretary of the Board**