

## No Show Policy

VTA ACCESS's no-show policy is in accordance with ADA regulations which allows paratransit service to be suspended for a customer who establishes a 'pattern or practice' of missing scheduled trips. A no show occurs when a paratransit vehicle arrives at the designated pick-up location within the agreed upon thirty-minute pickup window and the customer:

- Cannot be located
- Decides not to take the trip and cancels at the door
- Cancels the trip late and the vehicle is already on its way to the pickup location (less than two hours before pickup window begins)

ACCESS staff will attempt to contact customer following a no show; however, trips are not automatically cancelled and if we are unable to contact the customer subsequent trips will not be cancelled, and additional no shows may be recorded.

Paratransit services are supported by tax funds and no-show trips add significant financial costs to our program. It also impacts paratransit route efficiency and quality of services for all customers.

Customers will receive an automated voice message on their primary contact phone number informing them a no show has been recorded. Customers will not be penalized for missed trips that occur due to ACCESS errors, or for reasons beyond the customer's control. If you miss a ride for reasons that you feel are beyond your control, please contact ACCESS to explain the situation.

When possible, customers may receive a Door Hanger at their pickup location confirming the driver was there and unable to locate the customer.

A trip will be considered as a pattern and practice if the trip was missed intentionally, or regularly for 25% of their scheduled trips more than 11 trips per calendar month. For customers who schedule less than 10 trips per month, if you no show or late cancel 60% of your trips, you are subject to suspension.

A warning letter may be initiated after receiving the third no show or late cancellation to remind the customer of the policy and inform them that their ACCESS Paratransit services may be suspended. Before service is suspended, ACCESS will take the following steps;

1. Notify the individual in writing that ACCESS proposes to suspend service, citing specifically the basis of the proposed suspension and setting forth the proposed sanction.
2. Provide the individual an opportunity to be heard and to present information and arguments.

If the no show pattern continues the progressive suspension length will be as follows:

**First offense-** 5 days

**Second offense-** 10 days

**Third offense-** 15 days

**Fourth offense and more-** 25 days