

Imperial County Transportation Commission

ADA-Paratransit No Show/Late Cancellation Policy

November 2012

Background

The Americans with Disabilities Act (ADA) Comparable Complementary Paratransit Service is a federally mandated service requiring equal access to the public fixed route bus system for individuals with disabilities. The service operates six (6) wheelchair accessible, mini-buses as a demand response service in tandem with the fixed route bus system for certified eligible disabled passengers. The service area and hours are the same as the fixed route bus system discussed above. The service is available to “certified as eligible” disabled passengers.

IVT ACCESS is the ADA paratransit service within Imperial County. The Imperial County Transportation Commission (ICTC) has developed the following policy and administrative process for addressing no-shows and late cancellations.

Subpart F, Section 37.125 of the ADA Complementary Paratransit Guidelines provides that a public transit service provider entity may suspend the provision of paratransit service to ADA eligible individuals who establish a pattern or practice of excessive no shows and/or late cancellations.

Definitions

No Show

A “No-show” shall be recognized as an ADA eligible person who fails to appear, fails to board the vehicle, and/or use his/her scheduled transportation within the standard “ready window.” The ready window is the 30 minute time frame the passenger has been advised by dispatchers to be ready for their trip. The bus is required to wait up to 5 minutes for an individual upon arrival within the ready window.

Late Cancellation

A “Late Cancellation” shall be recognized as an ADA eligible person who fails to cancel the appointment for pick-up at least four (4) hours before the scheduled pick-up time.

In the event of a “no show,” passengers are required to call in and cancel any return trips scheduled for the remainder of the day.

Policy

Individuals with No-Shows/Late Cancellations shall be sanctioned or suspended from service according to the following guidelines:

First Occurrence: If an individual has one No-Show/Late Cancellation, **IVT ACCESS** shall contact the individual by telephone to determine if there was a reason the reserved trip was missed and document the occurrence, at which time the 30 day time frame begins.

Second Occurrence: If an individual has a second No-Show/Late Cancellation within thirty (30) operating days of the first No-Show/Late Cancellation incident, the **ICTC** shall mail a letter to the individual notifying the individual that a second No Show/Late Cancellation has been recorded and that a third No-Show/Late Cancellation within thirty (30) operating days of the second incident will result in suspension of their paratransit service for thirty (30) calendar days.

Third Occurrence: If an individual has a third No Show/Late Cancellation within thirty (30) days of the first No-Show/ Late Cancellation the individual shall be suspended for thirty (30) days. A letter will be sent by **ICTC** stating the dates that service will be suspended and when service will resume.

Fourth Occurrence: If an individual has a fourth No Show/Late Cancellation within 30 days of the date that suspended the paratransit service is resumed, a letter will be sent by **ICTC** and shall suspend service to the individual for a six month period. The six month period will be effective from the date of this letter.

Fifth Occurrence: In the event of a fifth No-Show/Late Cancellation that occurs after reinstatement of service following a six month suspension, a letter will be sent by **ICTC** and individual shall be permanently suspended from the paratransit service.

Method

During suspension of ADA Paratransit Service, **ICTC** shall take the following steps:

1. Notify the individual in writing that **ICTC** is suspending their service
2. The suspension will cite with specificity the basis of the proposed suspension and setting forth the proposed sanction.
3. Provide written notification and guidance on the **ICTC** ADA Paratransit No Show and Late Cancellation Policy Appeals Process