

SEPTA CUSTOMIZED COMMUNITY TRANSPORTATION CCT CONNECT SERVICE

CUSTOMER NO-SHOW/CANCELLATION POLICY

Outlined herein is SEPTA CCT Connect's Customer No-Show/Cancellation policy and the administrative process supporting it. This policy applies to and is the same for registrants in SEPTA's ADA and Shared-Ride Program paratransit services.

1. Regulatory Bases:

- A. **ADA riders: Regulatory citation is 49 CFR Sec. 37.125(h):** *The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips. A pattern or practice is defined as no shows or late cancellations in excess of 20% of all scheduled trips.*
- (1) *Trips missed by the individual for reasons beyond his or her control (including, but not limited to, trips which are missed due to operator error) shall not be a basis for determining that such a pattern or practice exists.*
 - (2) *Before suspending service, the entity shall take the following steps:*
 - (i) *Notify the individual in writing that the entity proposes to suspend service, citing with specificity the basis of the proposed suspension and setting forth the proposed sanction.*
 - (ii) *Provide the individual an opportunity to be heard and to present information and arguments;*
 - (iii) *Provide the individual with written notification of the decision and the reasons for it.*
 - (3) *The appeals process of paragraph (g) of this section is available to an individual on whom sanctions have been imposed under this paragraph. The sanction is stayed pending the outcome of the appeal.*
- B. **SRP riders:** *Decisions to refuse service rest with County Coordinators, per SRP Program regulations.*

2. Definitions:

- A. **No-Show; Customer No-Show** - *any occurrence where customer does not show up or cannot be located for a scheduled ride, or declines to take the trip when driver arrives at the door.*
- B. **Late Cancellation** - *any cancellation received by SEPTA CCT Connect Control Center/ (Dispatch) (in Chester County, carrier's dispatch center) less than two (2) hours before requested pickup time.*
- C. **Early Cancellation** - *a cancellation received two (2) hours or more before the requested pickup time. An early cancellation is recorded only for statistical use, and is not held against the person cancelling.*
- D. **Requested Pickup Time** - *the time the person requests to be picked up when the reservation for the ride is made; as opposed to the time the ride is actually scheduled, which may vary from 10 minutes before to 20 minutes after the requested time.*
- E. **Negotiated Pickup Time** - *the pick up time a person accepts; confirmed by reservationist at time of the trip request*
- F. **Five (5) minute wait period** - *vehicles remain on location five (5) minutes during which time the driver attempts to locate a customer; vehicles remain on location until cleared by Control Center to leave*
- G. **Suspension of Service** - *no reservations will be accepted from the suspended individual, and no CCT service provided during the period of suspension,*
- H. **Standing Order privileges** - *ability to request, obtain or use a Standing Order.*
- I. **Loss of Standing Order(s)** - *Rider loses all Standing Order privileges currently in effect or on hold.*

3. **Responsibilities:**

- A. Customers are responsible for promptly notifying SEPTA when a vehicle is late or does not arrive, they wish to cancel their ride, or their Standing Order ride must be cancelled or put on hold, and for keeping track of any No-Shows and Late Cancellations they may incur each month.
- B. SEPTA is responsible for correctly documenting in the applicable system all early cancellations, no-show and late cancellation incidents, and to administer the No-Show/Cancellation Policy.
- C. SEPTA will promptly correct the patron's ride file if a ride is incorrectly recorded as a No-Show/Late Cancellation and the patron provides SEPTA with corrective information.
- D. SEPTA: Only SEPTA has the right to suspend service or impose sanctions on riders. SEPTA is responsible for notifying customers of such actions in writing, and for recording these actions in riders' computerized files.

4. **Recommended Threshold of Customer No-Shows & Late Cancellations Per Calendar Month:** Nine (9) points, calculated as follows:

- Each Customer No-Show shall count as two (2) points.
- Each Late Cancellation shall count as one (1) point.

Any combination of these is permitted; however, all Late Cancellations and No-Shows in excess of the recommended limit of nine (9) points in one calendar month, with the total number of violations equal to or exceeding 20% of all scheduled trips, shall be considered an abuse of the service. The rider incurring the excessive no-shows and late cancellations shall be subject to the following sanctions:

- A. First Offense: Any patron found to have excessive No-Shows and/or Late Cancellations within a calendar month as defined above will be suspended from CCT Connect service for 14 days, and lose his/her Standing Order privileges.
- B. Repeated Offenses within a rolling 180-day period: Patrons who repeatedly incur excessive No-Shows and Late Cancellations, as defined above, within the previous 180 days will be subject to the following penalties:
 - Subsequent occurrence: 30-day suspension; loss of Standing Order privileges. Longer terms of suspension may be sought in the event of chronic violations.
- C. Timing: Sanctions will be imposed beginning on the first day of the month following issue of notice of violation.
- D. Responsibility resides with the individual rider and policy applies to the individual: For riders registered with both ADA and SRP services, penalties shall apply simultaneously to both services.

5. **"Due Process" Requirement**

A service suspension is a temporary removal of eligibility. Before eligibility is removed "for cause," the transit agency must provide administrative due process to the individual. The following is required:

- A. Adequate documentation must be on file to support the decision that a practice/action is sanctionable.
- B. If sanctions are imposed, the individual must be notified ahead of time in writing or in accessible format.
- C. The notice must spell out the basis for the proposed action with great specificity and describe the proposed sanction.
- D. Such decisions must be subject to appeal.
 - The individual must have the right to present written and oral information and arguments.
 - The individual has the right to representation or to bring a supporting person.
 - Relevant records and personnel must be made available to the individual.
 - Other persons can testify.

6. Administrative Progression

- A. No-Show/Late Cancellation Report: SEPTA will generate a report in the form of a letter listing rider's name and ID#(s); number of Customer No-Shows/Late Cancellations incurred; dates of each for those riders who have exceeded the excessive no show/late cancellation threshold.
- B. Written notice to rider, with documentation:
- (i) A letter listing the information cited in (A) will be mailed to each who has incurred excessive no shows/late cancellations. The letter shall notify the individual that SEPTA proposes to suspend service and cancel the rider's current Standing Orders, specifying the date this will take effect.
 - (ii) In the case of persons who have already been suspended during the previous 180 days, the sanctions described in the letter shall be as described above in Section 4(b) above.
 - (iii) The letter will notify the individual that he/she may appeal this decision and describe how to file an appeal. The letter will also state that during the period between SEPTA's receipt of an appeal of service suspension and the determination of the Independent Appeals Board, SEPTA CCT Connect service will be provided to the appellant without interruption.
 - (iv) For SRP riders with rides funded through a third party: Concurrent notifications will be made to the third-party funding source, at minimum, on a monthly basis.
- C. Customer's right to appeal; filing an appeal:
- (i) Patrons shall have 21 days from the date of the notification letter to file an appeal with SEPTA contesting the determination of excessive No-Shows/Late Cancellations.
 - (ii) Owing to the requirements and paperwork that are necessarily part of due process, appeals must be submitted in writing. Patrons unable submit a written appeal due to a disability may authorize a representative to prepare their appeal or appeal for them. Alternatively, such individuals may telephone SEPTA CCT Connect Customer Service, inform staff that they wish to appeal but are unable to submit a written appeal, and request assistance. After verifying the caller's need for reasonable accommodation, SEPTA staff will assist any appellant who is unable to write in preparing a written appeal.
 - (iii) If an appeal is filed based upon a suspension of service for alleged violation of SEPTA's No-Show/Late Cancellation Policy, service will be provided until an appeal hearing is concluded.
 - (iv) If a patron elects to file a No-Show/Late Cancel appeal, that patron's rides will be reviewed to determine if the No-Shows/Late Cancellations were justified. Review will include a confirmation that the patron's rides exceed the 20% threshold as well as a review of any disputes filed by patron prior to and as part of the appeal.
 - (v) The appeals process to be followed shall be as outlined in the brochure "*You Have the Right to Appeal*".
- D. Suspension of CCT CONNECT service; restoration of same
- (i) If the patron does not file an appeal with SEPTA within 21 days of the date on the notification letter, SEPTA will automatically suspend all service to that patron.
 - (ii) At the end of the period of suspension, SEPTA will automatically restore the patron's ability to make random trip reservations and use the service.
 - (iii) With suspension, the rider will lose all current or "on-hold" Standing Order privileges. After the period of suspension, Standing Order may be provided based on operational feasibility at the discretion of SEPTA Operations management.