



## ADMINISTRATIVE ORDER

NUMBER: TS-AO-13

CANCELS:

APPROVED: 06/27/2016

REVIEW: 06/30/2019

TITLE:

### CANCELLATION AND NO-SHOW POLICY

#### I OBJECTIVE

Establishment of a formal policy regarding Paratransit Services trip cancellations and no-shows. The objective of this policy is to deter customer cancellations and no-shows, thereby reducing costs and minimizing scheduling inefficiencies associated with Paratransit customer trip cancellations and no-shows.

#### II REFERENCES

- A. A TD customer refers to anyone who satisfies the guidelines outlined in Chapter 427, Florida Statutes – “Transportation Disadvantaged” means those persons who because of physical or mental disability, income status, or age or who for other reasons are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk as defined in F.S. 411.202.
- B. A **Paratransit Cancellation** is defined as when a customer calls to give advance notice of at least 2 hours prior to the operation of a trip.
- C. A **Paratransit No-show** is defined as when a customer who called for a pick-up is not at the scheduled pick-up point, or is unavailable for pick-up at the scheduled time and did not call in advance (at least 2 hours before scheduled pick-up time) to cancel or change the scheduled trip pick-up time and date.
- D. **Advance notice** is defined as contact initiated by the customer (trip requestor) to the Transportation Operator, notifying the Transportation Operator of a Paratransit trip cancellation at least 2 hours **BEFORE** the scheduled trip’s pick-up time.

- E. **Transportation Operator** is defined as a public, private-for-profit or private non-profit entity engaged by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated system service plan.
- F. **A Non-sponsored Transportation Disadvantaged Person** is referred to as an individual who meets the definition of transportation disadvantaged but who is not subsidized by any agency.
- G. **A Non-sponsored Trip** is defined as a trip for a transportation disadvantaged individual which is not subsidized in part or in whole by any funding source. Specific Authority 427.013(9) F.S. Law Implemented 427.011-427.017 F.S. History – New 5-2-90.
- H. **Space Coast Area Transit (SCAT)** refers to the public transportation system, operated, funded, or coordinated by the Brevard County Board of County Commissioners, Transit Services Division.
- I. **Community Transportation Coordinator (CTC)** means a transportation entity recommended by a Metropolitan Planning Organization, or by the appropriate designated official planning agency, as approved for in F.S. 427.011-427.017 to ensure that coordinated transportation services are provided to the transportation disadvantaged population in the designated service area. In Brevard, the CTC is Space Coast Area Transit (SCAT).

### III DIRECTIVES

1. Each transportation operator will maintain records of services provided to customers. This shall include record dates that service is provided, date of and number of no-shows, date and number of cancellations, and passenger counts.
2. The transportation operator shall initiate and maintain mail and/or telephone contact with Customers who have no-shows and/or cancellations on their service records. This shall include informing customer of existing no-show and cancellation policy and advising customer of potential loss of service(s) which may result from continued no-shows and/or cancellations.
3. The transportation operator shall inform all customers, at time of reservation, of no-show and cancellation policies.
4. Regarding non-sponsored customers, the CTC can request assistance from Brevard County Children and Family Services Section for evaluation of chronic no-show customers. Social Workers shall assess needs and assist the passengers in avoiding such behavior.

5. Sponsored customers who accumulate excessive no-shows or cancellations shall be investigated by the sponsoring agency in order to address scheduling problems, behaviors, etc.
6. Each transportation operator shall provide a 24 hour cancellation line. This telephone line would be monitored during working hours (8:00 A.M. to 5:00 P.M. M-F) by the transportation operator's staff. After working hours, an answering service or machine would monitor incoming calls.
7. Any denial of service by the transportation operator to a customer may be reviewed (at the customer's request) by the Grievance Sub-Committee of the Local Coordinating Board.
8. Transportation operator staff will automatically cancel a scheduled return trip when initial (origination trip) trip is a no-show.
9. A customer's request for cancellation of a scheduled trip will be considered a no-show if the cancellation is not received by the transportation operator at least 2 hours before the scheduled trip. A request for a scheduled trip cancellation received at least 2 hours in advance of scheduled trip time will be reflected on the customer's service record as a cancellation. Customers will not receive sanctions from accumulation of cancellations. However, cancellations may generate an informational warning letter to be mailed to the customer.
10. A customer who accumulates on their service record an excessive amount of no-shows within a six (6) month period may lose the privilege of ride services. **The initial decision as to whether or not to deny service to a customer based on service record will be the sole discretion of the Community Transportation Coordinator.** Excessive is defined as greater than 20%.
11. Customers who are utilizing the service for life-sustaining medical purposes will not be suspended for no-shows.
12. A customer will be denied service if they engage in violent, illegal or disruptive behavior. This shall be construed as any incident which causes an unsafe environment for other passengers or drivers.
13. The following shows the chain of events associated with the proposed progressive actions for scheduled trip no-shows:

**Initial Warning.** Attach door hanger, stating missed ride appointment to trip recipient's door. Mail out policy reminder form to customer.

**Second Warning.** Attach door hanger stating missed ride appointments to trip recipient's door. Mail out policy reminder form to customer. The transportation operator may follow-up with phone call four (4) days after

mail out. The purpose of the call would be to discuss reason(s) for no-show and possible preventive actions. During follow-up phone calls, the potential loss of service(s) to customer and its impact shall be emphasized.

**Final Warning.** Attach door hanger stating missed ride appointments to trip recipient's front door. Mail out policy reminder form to customer. The transportation operator must follow-up with a phone call four (4) days after mail out to discuss reason(s) for no-shows and possible preventative actions. The transportation operator must notify the CTC of the excessive no-shows. The CTC may direct further action such as:

1. Referral to sponsoring agency or Family & Children Services
2. Further action as determined appropriate by the CTC including permanent suspension.

#### IV APPEALS PROCESS

If the customer wishes to appeal the decision of suspended service due to no-shows, the customer can utilize the Brevard County Grievance Procedure for the Local Coordinating Board for the Transportation Disadvantaged. A copy of the Grievance Procedure can be obtained on the [ridescat.com](http://ridescat.com) website or by calling the Administration Office at (321) 635-7815.

#### V RESERVATION OF AUTHORITY

The authority to issue or revise this procedure is reserved for the Director of the Transit Services Department.

  
\_\_\_\_\_  
James R. Liesenfelt  
Transit Director  
  
7-6-15  
\_\_\_\_\_  
Date

## INITIAL WARNING

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

Your name has been referred to us because you have missed scheduled pick-ups without providing at least 2 hours notification. When a person reserves a space on a vehicle for a trip they prevent another person from reserving that seat. If the person, who has the reservation, does not show up for a scheduled pick-up, it prevents another person from going to the doctor, drugstore, library, or grocery store. The person who is prevented from using that empty seat could be you! Remember to be considerate when making trip reservations and cancellations. Your actions not only affect your life, but also the lives of your neighbors.

Remember that in the future if you reserve a pick-up, be sure to be there at your scheduled time. If you cannot be available for your pick-up, please call and cancel your ride so that others may ride. There is no monetary penalty for canceling rides. You are only penalized if you are not available for your ride and did not cancel your trip without providing at least 2 hours notification. Avoid no-shows and keep on riding.

If you have any questions, please call Space Coast Area Transit at (321) 633-1878. Thank you for your cooperation.

Sincerely,

James P. Liesenfelt  
Transit Director

## SECOND WARNING

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

Your name has been referred to us because you have again missed scheduled pick-ups without providing at least 2 hours notification. When a person reserves a space on a vehicle for a trip they prevent another person from reserving that seat. If the person, who has the reservation, does not show up for a scheduled pick-up, it prevents another person from going to the doctor, drugstore, library, or grocery store. The person who is prevented from using that empty seat could be you! Remember to be considerate when making trip reservations and cancellations. Your actions not only affect your life, but also the lives of your neighbors.

You have received a door hanger stating the most recent trip you have missed. You may also receive a phone call from Space Coast Area Transit through which we will try to work out how to avoid any future no-shows. Remember, if you cannot make a scheduled trip all you have to do is call and let us know. You do not get in trouble for canceling trips. By canceling a trip you cannot make, it makes a seat available for someone else who may desperately need it.

Remember that in the future if you reserve a pick-up, be sure to be there at your scheduled time. If you cannot be available for your pick-up, please call and cancel your ride so that others may ride. There is no monetary penalty for canceling rides. You are only penalized if you are not available for your ride and did not cancel your trip without providing at least 2 hours notification. Avoid no-shows and keep on riding.

If you have any questions, please call Space Coast Area Transit at (321) 633-1878. Thank you for your cooperation.

Sincerely,

James P. Liesenfelt  
Transit Director

## FINAL WARNING

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

We have been informed that you have accumulated excessive no-shows when using Space Coast Area Transit's Paratransit Services. As we have discussed with you earlier, no-shows prevent other customers from utilizing available trips. Because you continue to make trip reservations without taking the trips or fail to notify Space Coast Area Transit to cancel your reserved trip, other customers have been refused trips. Your failure to behave in a responsive manner may make you subject to a suspension of your ride privileges.

**Suspension means that you will not be allowed to schedule future trips. The period of suspension may be for several weeks or possible indefinitely.**

This is your final warning. Future occurrences may result in suspension. Please call Space Coast Area Transit at (321) 633-1878 if you have any questions.

Sincerely,

James P. Liesenfelt  
Transit Director

## SUSPENSION NOTICE

Date

Name

Address

City, ST, Zip Code

Dear \_\_\_\_\_:

We have been informed that you have accumulated excessive no-shows when using Space Coast area Transit's Paratransit Services. As we have discussed with you earlier, no-shows prevent other customers from utilizing available trips. Because you continue to make trip reservations without taking the trips or fail to notify Space Coast Area Transit to cancel your reserved trip, other customers have been refused trips. Your failure to behave in a responsible manner has made you subject to a suspension of your ride privileges.

**You are hereby notified that your privileges to ride Space Coast Area Transit paratransit services are suspended for a period of \_\_\_\_\_ business days beginning \_\_\_\_\_ and ending on \_\_\_\_\_.**

This suspension is due to your excessive no-shows. You were given written warnings on \_\_\_\_\_ and \_\_\_\_\_.

You may appeal this suspension by requesting a grievance form from Space Coast Area Transit at (321) 633-1878.

Sincerely,

James P. Liesenfelt  
Transit Director



# **PARATRANSIT CUSTOMER SERVICE RECORD**

CUSTOMER NAME: \_\_\_\_\_

CUSTOMER'S ADDRESS: \_\_\_\_\_

CUSTOMER'S PHONE NO.: \_\_\_\_\_ (HM) \_\_\_\_\_ (WK/OTHR)

CONTACT RECORD (TELEPHONE, MAIL, ETC)	DATE CONTACTED	FOLLOW UP ACTION	NO-SHOW NUMBER
			[     ]
			[     ]
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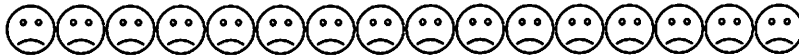
**NOTES:**

**DOOR HANGER SAMPLE:**

**NOTICE ALERT NOTICE**

**NAME:** \_\_\_\_\_

**YOU MISSED A SCHEDULED PICK-UP ON THE BUS!!**



**You were scheduled to be picked up at (time) \_\_\_\_\_,  
on (date) \_\_\_\_\_, for your appointment at  
(time) \_\_\_\_\_.**

**The driver was at your door at (time) \_\_\_\_\_.**

**You did not appear to take the trip.**

If you cancel a ride less than 2 hours before the scheduled pick-up time, it will be counted as a No-Show on your service record. If you are not at the scheduled pick-up point at the scheduled pick-up time, it will be counted as a No-Show on your service record.

A No-Show prevents another person from receiving a scheduled trip.



Don't let this happen to you, if you schedule a trip and can't make it, call in advance (at least 2 hours ahead) to cancel. There is no penalty for canceling a trip. Avoid No-Shows and keep on riding.

**TO AVOID PROBLEMS, PLEASE CONTACT  
SPACE COAST AREA TRANSIT  
8:00 AM – 5:00 PM, MONDAY-FRIDAY AT (321) 633-1878  
OR OUR 24-HOUR HOTLINE (321) 633-1878  
TDD (ONLY) LINE (321) 633-1886  
WE'LL GET YOU THERE**

## **POLICY REMINDER FORM:**

### **PASSENGER ALERT**

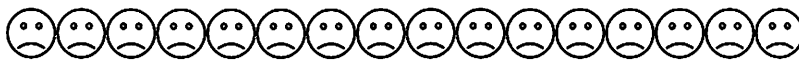
**THIS FORM CONTAINS VERY IMPORTANT INFORMATION  
FOR PARATRANSIT PASSENGERS**

It is very important that you are aware of the No-Show and Trip Cancellation policies that affect your ability to use Space Coast Area Transit's Paratransit program. By **canceling** schedule trips with less than 2 hour notice or **not showing up** at scheduled pick-up points or times, **you may lose** your access to transportation.

When a person reserves a space on a vehicle for a trip they prevent an additional person from reserving a seat. If that person, who has the reservation, does not show up for a scheduled pick-up, it prevents another person from going to the doctor, drugstore, library, or grocery store. The person who is prevented from taking that open seat could be you! Remember to be considerate when making trip reservations and cancellations. Your actions not only affect your life, but also the lives of your neighbors.



If you cancel a ride less than 2 hours before the scheduled pick-up time, it will be counted as a No-Show on your service record. If you are not at the scheduled pick-up point at the scheduled pick-up time, it will be counted as a No-Show on your service record.



Don't let this happen to you, if you schedule a trip and can't make it, call in advance (at least 2 hours ahead) to cancel. There is no penalty for canceling a trip. Avoid No-Shows and keep on riding.

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**WE'LL GET YOU THERE**