No Show Policy

Definitions:

A "No-Show" occurs when a customer does not board the vehicle within five minutes of the vehicle's arrival within the 30-minute pickup window.

A "Late Cancellation" occurs when a customer cancels a trip less than one hour before the start of the 30-minute pickup window.

CamTran's goal is to reduce excessive no-shows and ultimately reduce costs. The intent is not to be overly restrictive, but to target habitual offenders that cause unnecessary added costs to the CamTran.

Suspensions:

No-Show trips are considered excessive and will be considered a "pattern or practice" of missed trips when a customer meets the following three criteria:

- Customer has reserved 7 or more trips within any month, AND
- Customer cancels less than one hour before pick-up time any 3 trips within a month, AND
- Customer no shows 3 consecutive trips, AND
- The no show trips make up 20 percent or more of the scheduled trips within the month.

The customer will be sent written notification that he/she has violated the Paratransit/Shared Ride No Show and Suspension Policy and is subject to suspension.

NO SHOW POLICY SUSPENSIONS

Customers incurring excessive missed trips, as defined in this Policy, are subject to suspension for a reasonable period of time. Repeated violations of this policy will cause the length of the suspensions to be increased. The following suspension periods shall apply to violations of this policy that occur within the same rolling 12-month period.

Step 1: The customer receives a warning letter when they've reached the threshold.

Step 2: If an additional threshold is reached, the customer receives a one-week suspension. Customer will not be eligible for subscription (standing order) service for 6 months.

Step 3: If a second threshold is met, the customer receives a 14-day suspension.

Step 4: If a third threshold is met, the customer receives a 21-day suspension.

Step 5: Any additional no shows incurred the customer will receive a 30-day suspension.

Example of Application

	No Shows									
Trips	1	2	3	4	5	6	7	8	9	10
1	NO									
2	NO	NO								
3	NO	NO	NO							
4	NO	NO	NO	NO						
5	NO	NO	NO	NO	NO					
6	NO	NO	NO	NO	NO	NO				
7	NO	NO	NO	YES	YES	YES	YES			
8	NO	NO	NO	YES	YES	YES	YES	YES		
9	NO	NO	NO	YES	YES	YES	YES	YES	YES	
10	NO	NO	NO	YES	YES	YES	YES	YES	YES	YES

Life Safety Net

CamTran shall not exclude any person under suspension criteria from receiving life services from CamTran for:

Dialysis
Required Medical Tests
Other Life Dependent Reasons
Required Doctor Appointments
Required Pharmacy Visits

These shall be determined by Management on a case-by-case basis. Only Managers and/or Directors shall impose suspensions or exceptions to the policy.

Examples of No Shows beyond the Riders Control

The ADA does not allow transit agencies to base a suspension of service on any trips missed by a rider for reasons beyond his or her control, including trips missed due to transit agency error or lateness. Those trips may not be a basis for determining that a pattern or practice of missing scheduled trips exists.

There are many circumstances that may be beyond the rider's control, including but not limited to:

- Family emergency
- Illness that precluded the rider from calling to cancel
- Personal attendant or another party who didn't arrive on time to assist the rider
- Rider was inside calling to check the ride status and was on hold for extended time
- Rider's appointment ran long and did not provide opportunity to cancel in a timely way
- Another party cancelled rider's appointment
- Rider's mobility aid failed
- Sudden turn for the worse in someone with a variable condition

- Adverse weather impacted rider's travel plans, precluding the rider from cancelling in a timely way.

Transit agency error, which may not be counted as a rider no-show, includes but is not limited to:

- Vehicle arrived late, after the pickup window.
- Vehicle arrived early, before the pickup window, and rider was not ready to go.
- Vehicle never arrived.
- Vehicle went to the wrong location.
- Driver error

Cancellation Policy

ADA passengers who wish to cancel a scheduled ride must notify CamTran+ at least 1 hour prior to their pickup time for a ride. Riders must contact CamTran+ at either 814-471-6601 or toll free at 800-252-3889 in order to cancel a ride or **by dialing 711 (PA RELAY)**. Any cancellation not made within 1 hour of a pickup (24 hours notification preferred) will result in a no show for that trip.

Written Appeals

Customers must submit the completed Notice of Appeal Form for any appeal to be reviewed and/or considered. The outside of the envelope should be addressed to the Attention of ADA Administrator.

Customers must submit a letter listing the dates of the violations, documenting why they believe the violation should be excused, and any supporting documentation that is relevant to the no-show in question. These documents must be postmarked within 30 calendar days of the date on which the warning/suspension notice was issued.

In-Person Appeals

Customers must submit the completed Notice of Appeal Form postmarked 30 calendar days of the date on which the warning/suspension notice was issued. Customers should circle the dates of the violation from the report that they intend to appeal in person. Customers shall be contacted to schedule a meeting. Customers should be able to attend the meeting at a mutually agreed upon date and time.

No suspension will take effect if the customer has filed an appeal in accordance with the instructions and deadlines noted in this policy.

CamTran+ will advise customers in writing of its decision concerning their appeal, within seven (7) calendar days of the appeal hearing. If the decision upholds the suspension, the notice of decision will provide customers with the beginning and ending dates of the suspension period.

Other Appeals: If a service suspension appeal form cannot be completed within 10 days, the customer must call CamTran+ at (814) 471-6601 or 800-252-3889 or **by dialing 711 (PA RELAY)** and a staff member will complete the form over the phone.

Missed Trips

- Missed trips are those trips missed by the transit authority.
- Time frame would be beyond the 15-minute window of the agreed upon pickup time and if the passenger elects not to travel.
- If a missed trip occurs calls are made by dispatch to all those individuals scheduled to alert them of the situation and option to keep their travel or cancel.

Under no circumstance will a no show be charged if a missed trip occurs.

PATTERN OR PRACTICE OF MISSED TRIPS BY THE RIDER

The DOT ADA regulation addresses important principles about how the ADA allows transit agencies to impose service suspensions based on passenger no-shows. The DOT ADA regulation Appendix D, which provides interpretive guidance on the regulation, states: It is very important to note that sanctions could be imposed only for a "pattern of practice" of missed trips. A pattern or practice involves intentional, repeated or irregular actions, not isolated, accidental, or singular incidents. Moreover, only actions within the control of the individual count as part of a pattern or practice. Missed trips due to operator error are not attributable to the individual passenger for this purpose. If the vehicle arrives substantially after the scheduled pickup time and the passenger has given up on the vehicle and taken a taxi or gone down the street to talk to a neighbor that is not a missed trip attributable to the passenger. If the vehicle does not arrive at all, is sent to the wrong address, or to the wrong entrance to a building, that is not a missed trip attributable to the passenger. There may be other circumstances beyond the individual's control (e.g., a sudden turn for the worse in someone with a variable condition, a sudden family emergency) that make it impracticable for the individual to travel at the scheduled time and also for the individual to notify the entity in time to cancel the trip before the vehicle comes. Such circumstances also would not form part of a sanction pattern or practice.

RETURN TRIP PROCEDURES

All passengers who "no show" a trip will keep all remaining trips scheduled until CamTran+ is contacted to cancel remaining trips or the passenger does not board the vehicle within five minutes of the vehicle's arrival, within the 30-minute pick up window. It is the responsibility of the passenger to call at least one (1) hour in advance of the scheduled return trip.