

CITY OF MADISON
TRANSIT DIVISION

METRO PROCEDURAL MEMORANDUM

NO. 2-3
PARATRANSIT

PROPOSED NO SHOW POLICY

INTRODUCTION: The Americans with Disabilities Act of 1990 (ADA) and the provisions of 49 CFR Part 37 provide uniform national standards for paratransit service. In order to provide the most cost-effective service possible, the regulations allow transit systems to adopt no show policies. These no show policies are intended to serve as a deterrent against reserving rides and then not taking them. The City of Madison developed a no show policy as part of the January 26, 1994, ADA Paratransit Plan Update.

I. DEFINITION

A no-show occurs when a passenger schedules a ride but fails to show up to take a scheduled trip.

II. NOTICE OF CANCELLED TRIP

Riders must contact Metro at least ~~30- 90 minutes before a scheduled trip to prevent the ride from being considered a no show.~~

III. SUSPENSION OF SERVICE

A. Excessive no shows can result in a suspension of service. If a passenger exceeds the following rates, service could be suspended.

1 to 14 trips per month—a maximum of 2 no shows per month
15 to 39 trips per month—a maximum of 4 no shows per month
40 to 59 trips per month—a maximum of 6 no shows per month
~~60 to 79 or more~~ trips per month—a maximum of 8 no shows per month
~~80 to 99 trips per month—a maximum of 10 no shows per month~~
~~100 or more trips per month—a maximum of 12 no shows per month~~

B. If a passenger exceeds these limits on a monthly basis, they are then subject to the following schedule for suspension of service.

1st violation—letter of warning
2nd violation—1-day suspension of service
~~3rd violation—3-day suspension of service~~
~~3rd 4th violation—7-day suspension of service~~
~~5th violation—30-day suspension of service~~

~~All subsequent violations will merit a 30-day suspension of service regardless of the original date of the no show violation.~~

- C. A record of no show violations will be kept only for a six (6) month period. As a result, a customer who has no show problems in January will not be unduly punished in August unless a problem of abuse continues.

IV. EXCEPTIONS

A rider will not be considered a no show if any of the following occurs:

- A. The vehicle arrived at the pick-up location early or late and the passenger was not ready, had left to call, or made other arrangements.
- B. A sudden family emergency caused the person to change plans and did not allow time to notify the dispatcher of this change.
- C. The person had made a reasonable effort to notify Metro that service would not be needed but experienced an unreasonable delay on the phones.
- D. A sudden turn for the worse for a passenger with a variable condition caused them to miss a trip.

It is the rider's responsibility to address these exceptions in an appeal.

V. ON-TIME DEFINITION

All vehicles dispatched and authorized by Metro have a 20 minute window for arrival. A vehicle is not considered late until it is 20 minutes past its originally-scheduled arrival time.

VI Appeals of No Show Notices

Appeals to no show notices shall be in writing, including electronic transmission, and received at Metro. Appeals shall be accepted in accordance with the exceptions listed above in IV. Exceptions.

Chuck Kamp
Transit General Manager

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Dated: ~~December 11, 2007~~