



Demand Response No-Show and Late Cancellation Policy

General Policy Statement

The Federal Transit Administration (FTA) and Americans with Disabilities Act (ADA) guidance permits Demand Response transit agencies to suspend and fine any rider who “establishes a pattern or practice of missing scheduled trips” after providing a rider due process. A “pattern or practice” involves “intentional, repeated or regular actions, not isolated, accidental, or singular incidents.” The purpose of a suspension or fine process would be to prevent chronic “no-show or late cancellation” occurrences.

Harbor Transit (HT) records each customers’ no-shows and late cancellations and applies appropriate sanctions when customers establish a pattern or practice of excessive no-shows. The No-Show and Late Cancellation Policy defines no-shows and late cancellations and sets rules for suspension of service to HT’s Demand Response riders who miss scheduled rides. HT’s purpose for this policy is to direct riders’ attention to their own no-show and late cancellation incidents so the overall number of no-shows and late cancellations are minimized. This is important because the no-shows and late cancellation incidents affect the cost and quality of HT’s service provided to all riders.

Procedures, Wait Time, and Pick-Up Window

HT schedules pick up and return trips separately. If a rider is a no-show for any trip for the day, all later same day trips are not canceled. Failure to cancel remaining same day scheduled trips will result in additional no-shows.

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When trips are made, the rider will be given a thirty (30) minute pick-up window and three (3) reminders of the vehicle's arrival time. The HT driver can wait no more than two (2) minutes after arriving at the pick-up location. The HT driver will leave if the rider is not ready, and the rider will be recorded as a no-show.

HT will not strand riders who have been transported to their destinations, but have No-Showed for their return trip. Upon notification that the rider is ready for their return trip, a vehicle will be sent as soon as possible; however, no pick-up window will be guaranteed.

Definitions

No-Show: is a trip that has not been canceled prior to the scheduled pick-up time. If a rider is not ready to go within two (2) minutes of the arrival of the vehicle, the rider will be charged with a no-show. A no-show occurs when:

- There has been no call by the rider (or the rider's representative) to cancel the scheduled trip AND
- HT driver arrives at the scheduled location within the thirty (30) minute pick up window AND
- The driver cannot reasonably see the customer approaching the vehicle after waiting two (2) minutes AND
- The Dispatch office is notified of the no-show.
- The driver arrives and the rider cancels his/her ride before boarding the vehicle.

No-Shows for reasons beyond the rider's control will not be counted. The rider is required to contact HT Dispatch office as soon as possible to explain their no-show. Examples of excused no-shows include, but are not limited to:

- Family emergency
- Illness that prevents the rider from calling to cancel
- Rider was inside calling to check the ride status and was on hold for an extended time

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- Rider's appointment ran long and did not provide opportunity to cancel in a timely manner
- Rider's mobility aid failed
- Natural disasters
- HT error; staff did not note the cancellation request or rider realized that staff scheduled the trip inconsistently with the rider's request
- HT vehicle arrival past the scheduled pick-up window
- Rider had to work late and was not given the opportunity to cancel in a timely manner

FTA permits transit agencies to count late cancellations as no-shows for trips canceled within one (1) or two (2) hours prior to the scheduled pick-up time, and only under the same circumstances.

Late Cancellation: Harbor Transit considers a late cancellation when the trip is not canceled at least thirty (30) minutes prior to the scheduled pick-up time or trip is cancelled once the rider boards the vehicle. Examples of late cancellations include, but are not limited to:

- Rider didn't want to travel today
- Rider didn't want to travel without registering their guest
- Rider didn't want to pay for trip
- Rider changed their mind about using HT service
- Rider didn't know or remember that he/she had a ride scheduled or was supposed to cancel
- Rider got another ride
- Rider changed their mind once they boarded the vehicle of destination or error with destination
- Rider told a HT driver that he/she was not planning to travel instead of notifying the Dispatch office.
- Rider does not want to ride with a specific driver or rider, or on a specific vehicle.

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No-Show/Late Cancellation Point System

Point Assessment: If a rider incurs a no-show/late cancellation, the rider will be notified by letter sent to the mailing address on file. The letter will notify the rider of how many no-shows/late cancellations have occurred in the last thirty (30) days. If the rider feels the no-shows/late cancellations should be excused, the rider should contact the Dispatch Office, using the phone number provided on the letter, as soon as possible.

- No Show = 2 points
- Late Cancellation = 2 points

Penalty Assessment: Harbor Transit identifies riders who have met the following criteria within a 30-day period:

- No-show/Late Cancellations at 10% or more of riders scheduled trips
- Six or more no-show/late cancellation penalty points

Riders incurring the penalty assessment, as defined above, are subject to suspension and/or fine and/or revoke of standing orders. Repeated violations of this policy will cause the length of suspensions to increase. The following suspension periods shall apply to violations of this policy that occur within a 30-day period.

Points	Minimum % of Trips	Penalty
6	10	7 – day Suspension
12	10	14 - day Suspension

In any 30-day continuous period, a rider who has scheduled trips, exhibit a pattern or practice of no-shows and/or late cancellations for at least 10% of those trips, and has six or more no-show and/or late cancellation penalty points, the rider will receive a written Notice of Suspension, citing which trips were in violation of this policy and the proposed date of suspended service and fines.

Riders could also lose their recurring ride for up to one quarter for violation of this policy.

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No-Show/Late Cancellation Fine

If a rider has violated the Harbor Transit No-Show/Late Cancellation Policy, the rider will be suspended, fined and could loss of recurring rides. The rider will be required to pay the fine and serve their suspension before they are permitted to ride Harbor Transit's public transit system.

- Fines are equivalent to the rider's fare amount calculated by the number of no-show/late cancellations on the suspension letter.

No-Shows or Late Cancellations that occur due to circumstances beyond the control of the customer, as reported to and approved by Harbor Transit, will not be considered a violation.

APPEALING A NO-SHOW/LATE CANCELLATION PENALTY OR SUSPENSION

Appeal Rights

You have the right to appeal the notice of no-show or suspension. Appeals must be sent in writing to the Harbor Transit Assistant Director within 14 days of the notice date.

Harbor Transit Assistant Director
440 N Ferry Street
Grand Haven, MI 49417

Step 1:

Please provide your response in writing, including a copy of the notice submitted to you. The appeal should state the reason you believe the no-show/late cancellation notice or suspension is invalid.

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Step 2:

Upon receipt of the request for appeal, the Assistant Director will determine whether the no-show/late cancellation penalty or suspension should be withdrawn. The investigation and decision will consider:

- The rider’s trends and patterns
- Medical emergencies or situations outside the rider’s or caregiver’s control.

Step 3:

If you are not satisfied with the investigation or decision, you may request a meeting with Harbor Transit’s Executive Director or their designee to review your concerns.

A suspension will not occur until all appeal remedies that you have requested have been exhausted.

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