

B-Line No-Show and Late Cancellation Policy

Introduction

The Corpus Christi Regional Transportation Authority (CCRTA) No-Show/Late Cancellation Policy is intended to preserve service quality for all paratransit riders. Excessive no-shows/late cancellations that are within a rider's control negatively impact on-time performance and service quality for other riders. Riders with excessive no-shows/late cancellations may risk suspension of their access to paratransit services.

Definitions

A no-show is when the vehicle arrives for a rider inside the trip window (vehicles may arrive up to 30 minutes after the ready time or pick up time) and the rider does not board the vehicle within five (5) minutes of arrival.

A late cancellation is when a trip is cancelled less than one (1) hour before the rider's scheduled pick-up time.

A violation is when a rider has four (4) or more no-shows/late cancellations and the no-shows/late cancellations represent 11% or more of the rider's total scheduled trips within a calendar month.

No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

No-shows/late cancellations due to circumstances beyond the rider's control are not counted against them. Also, if the paratransit vehicle arrives outside the 30-minute pick-up window and the rider does not board the vehicle, then this will be recorded as a missed trip and will not count against the rider.

Subsequent Trips Following No-Shows

When a rider is a no-show for one trip, all subsequent trips for that day will remain scheduled unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, the rider must cancel any trips that are no longer needed for that day. The No-Show Appeals Committee will take into consideration any situations beyond a rider's control that result in a no-show.

Suspension Policy for a Pattern or Practice of Excessive No-Shows/ Late Cancellations

CCRTA reviews all recorded no-shows/late cancellations to ensure accuracy before recording them in a rider's account. CCRTA will identify riders who, within a calendar month have no-shows/late cancellations that meet both of the following criteria:

1. No-shows/late cancellations that represent 11% or more of the rider's total scheduled trips **AND**
2. The rider has four (4) or more no-shows.

Riders who meet the above criteria will be in violation of the no-show/late cancellation policy. Riders will not be penalized for no-shows/late cancellations due to circumstances beyond their control.

When a rider violates the no-show/late cancellation policy, the following progressive action will be taken:

First violation – a warning letter is issued advising the rider that he/she has violated CCRTA's no-show/late cancellation policy.

Second violation – rider receives a proposed 7-day service suspension

Third violation – rider receives a proposed 14-day service suspension

Fourth violation – rider receives a proposed 21-day service suspension

Fifth violation – rider receives a proposed 30-day service suspension

The timeframe for the progressive suspension policy is one (1) calendar year, beginning on January 1st of every year.

Appealing a Suspension

A rider who receives a suspension notice may file an appeal. Failure to appeal the no-shows will confirm the accuracy of the suspension and may not be appealed after the No-Show Hearing. No rider shall be suspended under this policy for having three (3) or less no-shows/late cancellations in a calendar month. Subsequent suspension violations will be reviewed by the No-Show Appeals Committee to determine an appropriate action.

Appeal Hearings

If a rider is in violation of the No-Show/Late Cancellation Policy, a letter will be mailed to the rider advising of their right to appeal the service suspension. The letter will indicate the date of the hearing, the date a response is required, the number of proposed service suspension days and the dates of when the no-shows/late cancellations occurred.

The No-Show Appeal Committee hears appeals by appointment on the Tuesday before the regularly scheduled RCAT meeting. (RCAT meets every third Thursday of each month). Hearings are held at the CCRTA Staples Street Center, 602 N. Staples. Riders (or their representative) must schedule an appeal by calling CCRTA's Eligibility Coordinator, 361-289-2712, no later than Friday at 5:00 pm prior to the appeal date. Riders (or their representative) will be provided an opportunity to state why he/she believes the no-shows are invalid. Riders unable to attend the appeal hearing may submit a letter prior to the appeal date stating the same. Riders requiring additional assistance with submitting an appeal letter may contact the Eligibility Coordinator.

Decisions of the No-Show Appeal Committee will be final. Failure to respond to the appeal process or attend your appeal hearing will enforce the proposed suspension by CCRTA's appointed Appeal Committee only. A rider's no-show history will be considered at Appeal Hearings.