

## NO-SHOW/LATE CANCELLATION POLICY (Effective 11/01/11)

The Federal Transit Administration's paratransit regulations permit New York City Transit (NYCT) to establish an administrative process to suspend, for a reasonable period of time, paratransit service to customers who establish a pattern or practice of missing scheduled trips, except where the trips are missed for reasons that are not under their control. This Policy implements the federal regulation.

New York City Transit (NYCT) will record each "no-show" or "late cancellation" as a missed trip. Customers whose missed trips are excessive, as defined by this Policy, may be suspended for a reasonable period of time. This Policy applies to both advance reservation and subscription trips.

### DEFINITIONS

- A **no-show** occurs when the vehicle arrives at the pick-up location within the 30-minute pick-up window, waits the required 5 minutes and the customer does not board the vehicle.
- A **late cancellation** occurs when a customer cancels a trip less than 3 hours before the scheduled trip.

### CANCELLING A TRIP

Customers are responsible for cancelling trips they no longer need. To cancel a trip, customers must call 877-337-2017 or 718-393-4999 (customers who are deaf call through the relay) and press #1 for English and #2 for Spanish and then #4 to speak with a reservationist. To cancel a same-day trip, customers should press #1 for English or #2 for Spanish and then #5 to speak to a customer information agent.

## EXCESSIVE MISSED TRIPS

Missed trips are considered excessive when a customer reserves 7 or more trips within any month and no-shows and/or late cancels **30 percent** or more of those scheduled trips. At no time can a customer's missed trips exceed 7 within one month. This will be considered a "pattern or practice" of missed trips and the customer will be sent written notification that he/she has violated the No-Show/Late Cancellation Policy and is subject to suspension.

## SUSPENSIONS

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

- **1<sup>st</sup> suspension** 2-month period
- **2<sup>nd</sup> suspension** 4-month period
- **3<sup>rd</sup> suspension** 6-month period
- **4<sup>th</sup> suspension** 3-year period

**In addition, subscription service will be cancelled for any customer who is suspended under this Policy.** Any suspended subscription service customer must reapply if he/she wishes to be considered for a new subscription. The application will not be considered until 4 months after the end of the suspension period.

## NOTICE OF SUSPENSION

NYCT will send a notice of suspension to customers in violation of this Policy. The notice will identify each late cancellation and/or no-show customers made. The notice will also advise customers of the dates when the suspension begins and ends, as well as the date customers can begin to use paratransit service again.

## RIGHT TO APPEAL

Customers who have been notified of a scheduled suspension from AAR paratransit service have the right to appeal, either in writing or in person. Appeal hearings are held at 33-00 Northern Blvd., Long Island City, NY 11101.

### • **WRITTEN APPEALS**

- Customers must submit the completed **Notice of Intention to Appeal Suspension** form.
- Customers must submit either the **Statement of Appeal** form or a letter documenting why they believe that the violations should be excused, and any supporting documentation.
- These documents must be postmarked within **14** calendar days of the date the notice of suspension was issued.

### • **IN-PERSON APPEALS**

- Customers must submit the completed **Notice of Intention to Appeal Suspension** form.
- These documents must be postmarked within **14** calendar days of the date the notice of suspension was issued.
- NYCT will contact the customers to schedule an appeal hearing (Customers must be available to attend the hearing at a mutually agreed upon date, no later than 21 calendar days from the date the notice of suspension was issued).

No suspension will take effect if customers have filed an appeal according to the instructions and by the deadlines noted in this policy and the Paratransit Appeals Board has not determined the outcome of the appeal.

## APPEAL DECISION

NYCT will advise customers in writing of its decision concerning their appeal. If the decision upholds the suspension, the notice of decision will provide customers with beginning and ending dates of the suspension period. The decision of the Paratransit Appeals Board is final.