

# SCAT PASSENGER NO-SHOW/LATE CANCELLATION POLICY

The Federal Transit Administration's paratransit regulations permit Suffolk County Accessible Transportation (SCAT) 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.

SCAT 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 **late cancellation** occurs when a customer cancels a trip less than 2 hours before the scheduled trip.

A **no-show** occurs when the vehicle arrives at the pick-up location within the 30-minute pick-up window and the customer does not board the vehicle within 10 minutes of the vehicle arriving.

SCAT reservation times are based upon a 30-minute pickup window. Passengers must be ready to board the bus 15 minutes before and after their negotiated pickup time. Because SCAT buses may arrive up to 15 minutes before your designated pickup time and will not wait more than 10 minutes from its arrival within the half hour window, it is possible the bus will leave before the scheduled pickup time. It is important to be ready to board the bus as soon as possible after it arrives.

## **CANCELLING A TRIP**

Customers are responsible for canceling trips they no longer need.

Trips can be cancelled by calling 631-738-1150 and speaking with an operator, or by using the automated cancelling feature. Trips can be cancelled by phone using the automated feature 24 hours a day, 7 days a week. Please speak with an operator if you need a login I.D. or other help using the automated system.

## **EXCESSIVE MISSED TRIPS**

If a rider has three or more missed trips (no-shows and/or late cancellations) within a 30-day period, this will trigger a review of their trips to determine the existence of a pattern or practice of missed trips. The rider's frequency of use and proportion of trips missed will be analyzed in this review. If it is determined that the rider has established a pattern or practice of missed trips, the rider will be in violation of Suffolk County's no show/late cancellation policy and will be sent a letter indicating the dates of the violations and the starting and ending date of the suspension. The rider will have ten business days from the date of the letter to appeal the decision.

Below are the criteria used in determining whether the amount of no shows/late cancellations in a 30 day period constitutes a pattern or practice of missed trips:

- No shows/late cancellations must make up 25% or greater of the rider's total number of trip bookings for the 30-day period.
- Any rider with ten or more missed trips in a 30-day period, regardless of the total number of booked trips.

## **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.

**1st Violation – Warning notice.**

**2nd Violation - 1 Week suspension**

**3rd Violation – 2 Week suspension**

**4<sup>th</sup> or more Violation - 1 Month suspension**

**In addition, subscription service will be cancelled after the rider's second violation.**

Any suspended subscription service customer must reapply for subscription service if he/she wishes to be considered for a new subscription.

Suspensions resulting from missed trip violations are temporary and will not affect a passenger's eligibility to use regular SCAT service after the suspension period expires.

**Missed trips beyond rider's control or due to bus company or transit agency error will not be counted as no-shows.**

Missed trips beyond rider's control, include but are 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
- 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

Bus company or 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, and left before the pickup window
- Vehicle never arrived
- Vehicle went to the wrong location
- Driver didn't follow correct procedures to locate the rider
- Rider cancelled in a timely way but the cancellation was not recorded correctly or wasn't transmitted to the driver in timely manner

Riders who miss trips for reasons beyond their control should keep note of reasons for missed rides and contact SCAT as soon as possible to avoid having those trips labeled as no-shows/late cancels.

## **NOTICE OF SUSPENSION**

SCAT will send a notice of suspension to riders in violation of this Policy. The notice will identify each late cancellation and/or no-show made by the rider. The notice will also advise the rider of the dates when

the suspension begins and ends, as well as the date the rider can begin to use paratransit service again.

## **RIGHT TO APPEAL**

Customers who have been notified of a scheduled suspension from SCAT paratransit service have the right to appeal SCAT's decision to suspend service to:

Suffolk County Office for People with Disabilities

North County Complex, Bldg. 158

Veterans Memorial Highway,

PO Box 6100

Hauppauge, NY 11788-0099

Phone: (631) 853-8333

Appeals of service suspension must be received within ten business days from the date of the letter to suspend service. The rider will have an opportunity to be heard in person and to present information and arguments. If an appeal is made, SCAT will postpone service suspension until a determination has been made on the matter and notification of the decision is communicated to the rider.

## **THE RIDER'S ROLE IN REDUCING NO-SHOWS**

Reducing no-shows in ADA paratransit requires actions by riders as well as transit agencies.

- Confirm the beginning and end of the pickup window and the amount of time the vehicle will wait for you when you call to book your trip.
- Call to cancel, as soon as possible, if you know you won't be taking a trip.
- Be ready and watching for vehicles during the full on-time pickup window.
- Provide detailed pickup instructions (side or rear door, and so on) for large facilities, for any pickup locations that may be difficult for drivers to find, and for any locations where your needed pickup is not at the main entrance.
- Provide all telephone numbers, including at each destination, and confirm they have been correctly recorded by the reservation agent.
- If you are a subscription rider, you must call to inform the SCAT of any changes in your plans, such as a vacation or other absence. Telling a driver is not sufficient.