



YCTA POLICY MEMO

POLICY TITLE: Paratransit No Show and Suspension / Termination Policy

Effective Date: November 3, 2006

No Show

rabbittransit's definition of a "no-show" is any time a driver goes to pick up a client and he or she decides not to use the service or is not at the pickup site **and** has not called in to cancel his or her trip at least one hour before the scheduled pick up time. Clients that call rabbittransit at least one hour before their scheduled pick up will not be charged with a "no-show".

All passengers who no show a trip will be automatically cancelled for all other scheduled trips for the day. It is the responsibility of the passenger to call at least one hour in advance of the scheduled return trip (or subsequent trip) if the passenger still needs a ride. If the passenger contacts rabbittransit less than one hour before the scheduled return trip (or subsequent trip), the passenger will be required to pay full fare as the cost will not be covered by MATP.

We understand emergencies do occur. Should you encounter an emergency/crisis situation that can be documented, which causes you to miss your transportation appointment, you should contact customer service as soon as possible to alert them of your serious circumstances and forward to rabbittransit the necessary documentation. Taking these proper steps may prevent your trip from being recorded as a "no show" and deter from any possible service suspensions.

Should a rabbittransit paratransit service client be a no-show during a particular month, the following actions will be taken:

First No-Show (within 1 calendar month)

rabbittransit will notify the client through a reminder postcard and/or a phone call.

Second No-Show (within 1 calendar month)

rabbittransit will contact the client through a letter indicating that the next time the client no shows within this calendar month, the client will be suspended from paratransit services for one week. A copy of the no show policy will be included with the letter.

Third No-Show (within 1 calendar month)

rabbittransit will send a letter notifying the client that the client's service has been suspended for one week. Appeal form(s)* will be included.

Fourth No-Show (within 30 days after end of 1 week suspension)

rabbittransit will notify the client through a reminder postcard and/or a phone call.

Fifth No-Show (within 30 days after end of 1 week suspension)

rabbittransit will contact the client through a letter indicating that the next time the client no shows within this calendar month, the client will be suspended from paratransit services for thirty (30) days. A copy of the no show policy will be included with the letter.

Sixth No-Show (within 30 days after end of 1 week suspension)

rabbittransit will send a letter notifying the client that the client's service is suspended for thirty (30) days. Appeal form(s)* must be included.

All suspensions will go into effect ten (10) calendar days** from the date of the letter notifying the client of service suspension.

A copy of any letter sent to a MATP client (York/Adams County) regarding suspension of service will be sent to the York County Human Services Office.

The Board of Directors and employees of rabbittransit have created this no-show policy in order to continue to provide cost-effective transportation to the individuals who need and want it. No-shows waste limited resources and endanger rabbittransit's ability to provide public transportation.

Any questions regarding this no-show policy can be answered by calling our Customer Service Department at 846-RIDE or 1-800-632-9063.

*MATP clients will also receive the MATP Written Notice Form / CAO Referral. MATP clients have separate time frames and required state forms.

**Suspensions for MATP clients will go into effect 15 calendar days from the date of the letter and Written Notice Form notifying the client of service suspension. The notification will be sent via first class mail.

RELATED TRANSPORTATION INFORMATION

- All reservations must be made by 11:00 am the day before; you may request as far ahead as 2 weeks.
- You must speak with a person; requests left on the voice mail will not be accepted. Your customer service representative will confirm your trip information with you. It is important to listen closely and verify that your trip information is correct.
- You must call with your requests by 11:00 am on Friday for trips on a Saturday, Sunday or Monday.
- You will receive an automated call between 4:00 p.m. and 7:00 p.m. the night before your trip with your scheduled pick up times.
- For both your and rabbittransit's benefit, there is a 15 minute pick-up window. The pick-up window begins 15 minutes prior to your scheduled time and 15 minutes after your scheduled time. (Example: your pick-up time is 9:00 a.m.; your window is from 8:45 a.m. to 9:15 a.m.). We ask that you please be ready and watching for your vehicle at the agreed pick up location during this transportation window.
- If you file an appeal, you have a few options. (1) Appeal to rabbittransit to try and have the issue resolved locally, or, (2) you may appeal directly to the State. If you wish to do this, you can complete the form and forward it to rabbittransit or the County Human Services Department. If you would like assistance in filing the appeal, you can call rabbittransit (Northumberland County) at 717-845-7553 or 1-800-632-9063 or the Human Services Department (York/Adams County) at 717-771-9347 or toll free at 1-800-441-2025 ext.9347. rabbittransit or the Human Services Department must forward your appeal to the state Bureau of hearings and Appeals within 72 hours of your request.

Should you have any questions regarding this information, please feel free to contact a rabbittransit customer service representative.

SERVICE SUSPENSION / TERMINATION POLICY

rabbittransit will suspend or terminate service to a client when the following occurs:

- The client no longer needs service.
- The client misuses the service.
- The client displays uncooperative behavior.

Actions leading to suspension and/or termination of service include, but are not limited to the following:

No-Shows
Use of obscene language
Uncooperative behavior
Smoking
Eating or drinking on vehicles
Willful damage to rabbittransit property
Willful injury to another passenger, employee or volunteers
Willful damage to the property of any rabbittransit representative
Any unlawful actions
Any transfer of transit script or tickets
Failure to return required documentation

We understand emergencies do occur. Should you encounter an emergency/crisis situation that can be documented, which causes you to miss your transportation appointment, you should contact customer service as soon as possible to alert them of your serious circumstances and forward to rabbittransit the necessary documentation. Taking these proper steps may prevent your trip from being recorded as a “no show” and deter from any possible service suspensions.

CLIENT’S RIGHT TO APPEAL AND APPEAL PROCESS

Anytime rabbittransit must suspend or terminate a client’s service, that client has the right to appeal rabbittransit’s decision.

Should a client wish to appeal rabbittransit’s decision to suspend or terminate service, the following process must be followed by the client and rabbittransit:

- ➔ Upon receiving rabbittransit’s letter notifying them that their service will be suspended or terminated, the client must complete a Service Suspension/Termination Appeal Form and any MATP appeal forms (when applicable) and return the form(s) within 7 business days. The appeal should be sent to the Executive Director of rabbittransit. If the suspension/termination involves a MATP trip, the appeal[^] can also be sent to:
 - York/Adams Counties ➔ York County Human Services Office, York County Government Center, 100 W. Market Street, Suite 401, York, PA 17401 **(MATP Appeals Only)**
 - Northumberland County ➔ 1230 Roosevelt Avenue, York, PA 17404
- ➔ If a Service Suspension/Termination Appeal Form cannot be completed within the 10 days, the client must call the Customer Service Staff at 846-RIDE (7433) or 1-800-632-9063 and a rabbittransit staff member will complete this form over the telephone.
- ➔ Upon receipt of the Service Suspension/Termination Appeal Form, rabbittransit, will respond to the client’s appeal within 10 business days. All appeals will be reviewed by the Service Suspension/Termination Review Committee. The client must continue to receive service while the suspension is under appeal, with the exception of issues of safety. If service is suspended for a MATP client, the client must have service available for an additional two weeks, so that alternate service can be arranged.
- ➔ If you file an appeal, you have a few options. (1) Appeal to rabbittransit to try and the issue resolved locally, or, (2) you may appeal directly to the State. If you wish to do this, you can complete the form and forward it to rabbittransit (Northumberland County) or the County Human Services Department (York/Adams Counties). If you would like assistance in filing the appeal, you can call rabbittransit at 717-845-7553 or toll free at 1-800-632-9063 or the Human Services Department at 717-771-9347 or toll free at 1-800-441-2025 ext.9347. rabbittransit or the Human Services Department must forward you appeal to the state Bureau of hearings and Appeals within 72 hours of your request.

[^]MATP clients have 30 days to complete the MATP appeal form.